

ABORIGINAL SERVICES C4 GUARDIANSHIP PRACTICE AUDIT REPORT

Ayas Men Men Child & Family Services (ITA & IJA)

Field Work Completed March 6, 2008
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PURPOSE

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

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; and
- To provide information for use in updating and/or amending practice standards or policy.

The audit is being conducted using the Aboriginal Case Practice Audit Tool. Audits of the delegated agencies providing child protection, guardianship, family services and resources for children in care will be conducted according to a three year cycle. A preliminary audit was conducted in 2007 and this is the agency's second audit. This audit looked at a larger percentage of files than the preliminary audit.

METHODOLOGY

This was a practice audit involving the Aboriginal Regional Support Services Team (ARSST) of the Ministry of Children and Family Development (MCFD). There were 2 auditors from MCFD.

Field work was conducted from March 3 - 6, 2008 by two auditors. The computerized Aboriginal Case Practice Audit Tool (ACPAT) was used to collect the data and generate office summary compliance reports and a compliance report for each file audited. A sample of 15 child service files, 24 family service files and 10 resource files were audited. Cases were randomly selected from a total of 51 open child service files, 80 open family service files and 52 open resource files. In all, 49 files were audited, which is 30% of the total open files. Cases were selected from each caseload in order to get an equal representation

of files from each worker. Only open files and only work conducted by the agency since January 2007 were audited.

Upon arrival at the Ayas Men Men Child and Family Services office in North Vancouver, the auditors met with senior staff and consultants to discuss the audit purpose and process. Following this meeting, the auditors met with all available staff to discuss the audit purpose and process. Available staff at the Squamish office joined via telephone. Staff members were invited to meet with this auditor to discuss office systems and procedure. The auditors met with staff members during the course of the audit. At the completion of the audit, a meeting occurred with both auditors and available staff and consultants to discuss the general findings of the audit and the next steps of the audit process including the report and recommendations. Again, available staff at the Squamish office joined via telephone.

AGENCY OVERVIEW

a) Delegation

Ayas Men Men Child and Family Services (the agency) is delegated at C4 Guardianship. This level of delegation enables the delegated agency to provide the following services:

- Guardianship for children in continuing custody;
- Support services to families;
- Voluntary care agreements;
- Special Needs agreements;
- Establishing and maintaining residential resources for children in care.

b) Demographics

In 1923, 16 Reserves in the North Shore and Squamish Valley area formed the Squamish Nation. The Nation is currently comprised of 28 Reserves, which are located on the North Shore, Howe Sound, Sunshine Coast and Squamish Valley. However, only 11 of the Reserves are populated. Three of the 11 populated Reserves are located on the North Shore and 9 in the Squamish Valley. The governing body for the Nation is an elected Chief and 16 member Council.

The Nation has provided a number of services over the years, including income assistance, non delegated community social work, and health services. The agency was formed in 1993 and received Level 13/C4 delegation. The agency has 2 offices, which are located in North Vancouver and Squamish. The main office, in North Vancouver (ITA), provides services for Nation members on the North Shore and the office in Squamish (IJA) for nation members in the Squamish Valley. The Nation is comprised of registered members of whom

approximately 2378 live on Reserve on the North Shore and in the Squamish Valley. (Source: *Registered Indian Population by Sex and Residence 2006, December 2006, Indian and Northern Affairs Canada*). The majority of Nation members residing off reserve live in the greater Vancouver and Fraser Valley area. However, a number of the Nation members do reside throughout the Province and in other parts of Canada

Since November 2005, two Department Heads have reported to Chief and Council. One Department Head is responsible for Ayas Men Men Child and Family Services (including Income Assistance). The other Department Head is responsible for Health and Adult and Home Community Care. There are six divisions under Ayas Men Men Child and Family Services: Family Therapy and Case Management, Child and Youth Support, Income Assistance, Prevention and Community Awareness, Administrative Services and the So-Sah-Latch Family Program. A manager is responsible for the Case Management Division and Family Therapy Division. Another manager is responsible for the Prevention and Community Awareness Division. Team Leaders are responsible for the other Divisions. The managers and team leaders report to the Department Head. At the time of the audit, there were 59 employees working in the various programs of the agency.

Only the work done by the Case Management Division (the Division) was audited. Staff in this Division, consisted of the manager, 6 case social workers, 3 resource and recruitment workers, 1 family support worker and a number of administrative support staff. The agency had also obtained the services of 2 consultants who were assisting the Division.

The majority of these staff were located in the North Vancouver (ITA) office.

This Division has experienced stability in staffing over the past year.

All of the workers are delegated.

The manager has guardianship delegation and Department Head has voluntary services delegation.

Both of the Division's offices are located on Reserve land. Office space is limited, and in North Vancouver not all of the agency's programs are able to be housed together. Several of the programs are located in other available space on the North Shore. In regards to the Division, space is at a premium with

several workers sharing offices. When the new social workers were hired, the Division was able to create office space for them by relocating some of the non-delegated staff to another location. The office in Squamish has more adequate space. Both of the Division's offices have adequate space for storing files. In the North Vancouver office, files are stored in filing rooms and in the Squamish office, files are kept in filing cabinets in the workers' offices.

The Division works closely with the other Divisions and programs operated by the agency and the Nation. They also work closely with the local Ministry of Children and Family Development (MCFD) offices in North Vancouver and Squamish and the RCMP. Although the Division's main responsibility is to provide services to members on Reserve, they also provide services to Nation members off Reserve whenever possible. The Division also works with other MCFD offices and/or other agencies in relation to members residing off Reserve.

Services currently provided by the agency include family service, family therapists, art therapists, various services to youth, pre and post natal programs, lifeskills and infant development programs. In 2007, Ayas Men Men was successful in applying for a Law Foundation grant to develop an Alternative Dispute Resolution process for dealing with child protection situations. This project was carefully developed involving the community and community partners. The Squamish ADR, called "NexwniwniTway" was formally launched on February 18, 2008. Other services provided by the Nation include various health services, addictions counseling, educational programs, speech and language programs, parenting programs, income assistance, cultural programs and housing. In addition, services in the community include schools, RCMP, hospitals, fire department, medical and dental services, and other counseling.

It should be noted that although many of these services are available both in North Vancouver and in the Squamish Valley, members in the Squamish Valley are, at times, required to travel to North Vancouver to obtain the needed services. This can create hardships for Squamish Valley members as many do not have the necessary transportation. The agency is addressing this situation in providing members in Squamish Valley with as many services as possible and/or assisting with transportation to North Vancouver, when needed.

c) Professional Staff Complement

As already stated, the agency has offices in North Vancouver and Squamish. The Case Management Division of the agency, which was audited, is responsible for providing child service, family service and resources for children in care to Nation members in both North Vancouver and the Squamish Valley. This Division consists of 1 manager, 6 case social workers, 3 resource and recruitment workers, 1 family support worker and a number of administrative support staff. One of the North Vancouver social workers was assigned to intake in addition to carrying a partial caseload.

Staff in both offices work closely together and assist each other whenever possible. In addition to providing ongoing services to Nation members, staff also provide backup coverage for the intake worker when he has to be out of the office. When workers in the Squamish office need to be away from the office and therefore not able to provide intake in that area, staff in the North Vancouver office assist them in providing coverage. Also, when workers in the Squamish office need to attend court, which is located in North Vancouver, and are not able to do so, staff in the North Vancouver office assist them in this aspect. Services required in the evenings and on weekends are provided by MCFD After Hours.

d) Supervision/Consultation

The Division meets as a team on a weekly basis. Each month one meeting is held in Squamish with the North Vancouver staff traveling there and one meeting is held in North Vancouver with Squamish staff attending. The other team meetings during the month are held in the North Vancouver office, with Squamish staff joining via telephone. The chairing of the meetings is rotated amongst the staff. There is an administrative portion of the meeting and a case discussion portion. MCFD staff attend the team meetings once a month and the RCMP also attend on a regular basis. Guest speakers have attended and presented on a number of topics including: membership from the Nation, VCAPC, Aunt Leah's Independent Life Skills, gangs and Youth Futures.

One of the significant changes that has taken place in the past year is in the area of direct supervision. Supervision is now an integrated part of practice in the Division. Most staff receive weekly or bi-weekly scheduled supervision as well as ongoing consultation/supervision as needed. The regular supervision has brought more consistency to the social work practice and has provided an opportunity for staff to identify their training needs and progress toward their performance goals. All of the staff have had an appraisal within the past twelve months. The manager also travels to the Squamish office on a regular basis to meet with Squamish staff in their home office.

STRENGTHS OF THE AGENCY

Since the 2007 Common Audit, Ayas Men Men has worked to bring its practice toward compliance with AOPSI, MCFD expectations and INAC requirements. The interviews with the staff supported the agency's commitment to these goals.

The staff are committed to serving their clients and the reserves using a culturally sensitive approach. This commitment extends to Nation children living off reserve as the agency attempts to be involved with children residing throughout BC as well as in other provinces.

Staff report feeling supported by senior staff and in particular, they all reported feeling supported by the current manager and spoke of the consistent, reliable supervision they have received over past year. The agency also promotes and financially provides for staff to attend training. The staff have attended numerous workshops and training in the past year including: MIS, Strength Based Practices, ABSW Delegation training, Looking After Children, Supervision, Assist (Suicide Prevention), Resource Worker and SAFE.

The Division reports that they have a good working relationship with the reserves. Over the past year, four Council members have been designated to be the liaison between the Division and the Council. This has improved the communication and understanding of the work being done by the Division. There have been no safety concerns with Division staff visiting the reserves and staff are continually striving to improve these relationships. The reserves that the agency serves are located in a relatively small geographic area and are easily accessible. As well, the agency is not isolated and interacts with other agencies in the community. The agency and Nation provide a variety of services for families to engage in. These services greatly assist staff in their work with their clients.

Other strengths of the agency and the agency's practices identified by Division staff include:

- Organization of physical files – the physical files were in good order with the documents being grouped into sections, in chronological order. Current and archived files were stored in an organized manner, easy to locate and access.
- Funds for contracted services – funds are available to contract with other services, if the agency's/Nations existing services are not sufficient to meet the client's needs.
- Supportive relationships with colleagues - the social workers reported that they find it valuable that they have access to information on family history, relationships and culture that their Nation member co-workers can provide.
- Overall, there is a very positive working relationship with MCFD and the RCMP, with both attending at team meetings on regular basis and sharing resources.
- The Division now has a full compliment of social work staff and the staff reported that they are feeling more stable.

CHALLENGES FACING THE AGENCY

The following challenges facing the agency and agency's practice were identified by the Division staff during the course of the audit:

- Office space – office space is very limited in the North Vancouver office. The Nation is reviewing this situation.

- Need more skilled Child Care Workers who are trained to deal with high risk youth, people with FASD, anger management and teaching appropriate social skills.
- General challenges facing the Nation – some of the challenges facing the Nation include drug and alcohol abuse, unemployment, shortage of housing, recovering from historic abuse, and members suffering from Fetal Alcohol Syndrome.
- Members access to services outside community – a number of members have limited access to transportation and it is a challenge for the office in Squamish to refer members to services provided only in North Vancouver.
- MIS/Systems – there has been limited progress in this area over the past year. The staff are now able to access MIS on a consistent basis. However, as a partially delegated agency, Ayas Men Men is not able to make full use of the MIS system in relation to Family Service files. In particular, Division staff are unable to make use of the MIS Intake and Assessment, Child Care Subsidy and tracking functions.
- The intake process for the Squamish office is awkward. Currently intakes cannot be registered in the office and must be sent to the North Vancouver office for registering. It was reported to the auditors that this was due to the ongoing difficulty the agency was having with registering intakes on MIS and the Squamish office administrative staff not being trained on MIS. At times, this has resulted in a delay in the intake being returned to the Squamish office for follow up.
- Orientation and training for caregivers – there is no identified orientation program for caregivers. The resource social workers provide an informal orientation to caregivers and their attempts to have agency caregivers attend the MCFD orientation program has not worked out.

DISCUSSION REGARDING THE THREE PROGRAMS AUDITED

As already stated, the audit reflects the work done by the agency's Case Management Division since January 2007(14 months). The agency should be commended for the significant improvement in the overall documentation found on the files.

a) Child Service files

As already stated, 15 of the 51 open child service files were audited. Many positive aspects were found in the child service files including: preserving the identity and culture of the child in care, monitoring and reviewing the child's comprehensive plan of care, obtaining supervisory approval for guardianship services, discussing the rights of children in care with the child and caregiver, deciding where to place a child when a move is needed, meeting the child's needs for stability and continuity of relationships with relatives and community members, providing ongoing medical and dental care, preparing a youth for

independence, notifying the Public Guardian and Trustee and overall case documentation.

Documentation missing from the files included a Reportable Circumstance report and follow up related to that report. On some, but not all of the files, there was little documentation regarding the social worker's relationship and contact with the child including private visits and providing the caregiver with information about the child and discipline standards.

Regarding documenting the workers relationship and contact with child, all of the workers that the auditors spoke with stated they saw their children regularly. Many of the workers also attended various events in which the children also participated. They do not always have private conversations with the children during these events, but do connect with the children and are able to observe their functioning. It would be helpful for workers to record these visits, so that the files reflect the work that is being done.

b) Family Service files

As already stated 24 of the 80 open family service files were audited. Many positive aspects were found in the family services files including: requests for service were appropriately dealt with, obtaining supervisory approval for services, obtaining information and making appropriate referrals for service, appropriately involving the aboriginal community in the provision of services, documentation of the family service plan rationale, current support service agreements, special needs agreements, thorough case documentation and proper closing of the family service file.

There was no specific area that was lacking in overall documentation. In some of the files, there wasn't a current Support Services Agreements (SSA) on file however there were recent SSA's that indicated the history of services/involvement with the family.

It should be noted that while all of family service files were registered on the agency's database, only 13 were registered on MIS. As stated in a previous section, due the agency's C4 delegation, this is preventing them from registering all of their family service files on MIS. The auditors were told that this issue is under review and discussions are taking place with MCFD ARSST and the Region.

c) Resource files

As already stated, 10 of the 52 open resource files were audited. The positive aspects in the resource files included: many of the resources were Nation members, a number of resources cared for family members, many resources

were seen as long term placements, supervisory approval was obtained and most files had signed Agreements.

Documentation missing in the resource files included: complete application and orientation and in four of the files, the home studies could not be found or they were not completed. In some, but not all of the files, training was clearly offered to the caregivers and there was documentation on five of the files that some training was taken and current annual reviews were found on half of the files.

COMPLIANCE TO THE PROGRAMS AUDITED

Two auditors audited the child service, family service and resource at Ayas Men Men Child & Family Services. The 'not applicable' scores were not included in the total.

a) Compliance to Child Service File Practice

Fifteen (15) of the 51 open child service files were audited. Twelve (12) of the files were from the North Vancouver office and three (3) were from the Squamish office. Overall compliance to the child service standards was **77%**. The files were audited for compliance to the Aboriginal Operational and Practice Standards and Indicators, C4 Guardianship 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
- The level of file documentation.

The following provides a breakdown of the compliance ratings:

1. **Standard 1: Preserving the Identity of the Child in Care and Providing Culturally Appropriate Services (AOPSI Standard 11 Voluntary Services)** – 14 files compliant; 1 file non-compliant.
2. **Standard 2: Development of a Comprehensive Plan of Care (AOPSI Standard 12 Voluntary Services)** - no files applicable.
3. **Standard 3: Monitoring and Reviewing the Child's Comprehensive Plan of Care (AOPSI Standard 12 Voluntary Services)** - 10 files compliant; 3 files non-compliant; 2 files not applicable.

4. **Standard 4: Supervisory Approval Required for Guardianship Services (AOPSI Standard 4 Guardianship Services)** - 10 files compliant; 5 files non-compliant.
5. **Standard 5: Rights of Children in Care (AOPSI Standard 14 Voluntary Services)** - 7 files compliant; 4 files non-compliant; 4 files not applicable.
6. **Standard 6: Deciding Where to Place the Child (AOPSI Standard 15 Voluntary Services)** – 2 files (100%) compliant; 13 files not applicable.
7. **Standard 7: Meeting the Child’s Need for Stability and Continuity of Relationships (AOPSI Standard 16 Voluntary Services)** – 15 files (100%) compliant.
8. **Standard 8: Social Worker’s Relationship & Contact with a Child in Care (AOPSI Standard 17 Voluntary Services)** – 7 files compliant; 8 files non-compliant.
9. **Standard 9: Providing the Caregiver with Information and Reviewing Appropriate Discipline Standards (AOPSI Standard 18 Voluntary Services)** – 6 files compliant; 9 files non-compliant.
10. **Standard 10: Providing Initial and Ongoing Medical and Dental Care for a Child in Care (AOPSI Standard 19 Voluntary Services)** – 12 files compliant; 3 files non-compliant.
11. **Standard 11: Planning a Move for a Child in Care (AOPSI Standard 20 Voluntary Services)** – 1 file (100%) compliant; 14 files not applicable.
12. **Standard 12: Reportable Circumstances (AOPSI Standard 21 Voluntary Services)** – 1 file non-compliant; 14 files not applicable.
13. **Standard 13: When a Child or Youth is Missing, Lost or Runaway (AOPSI Standard 22 Voluntary Services)** – 2 files compliant; 13 files not applicable.
14. **Standard 14: Case Documentation for Guardianship Services (AOPSI Standard 14 Guardianship Services)** – 14 files compliant; 1 file non-compliant.
15. **Standard 15: Transferring Continuing Care Files (AOPSI Standard 15 Guardianship Services)** – 1 file (100%) compliant; 14 files not applicable.
16. **Standard 16: Closing Continuing Care Files (AOPSI Standard 16 Guardianship Services)** – no files applicable.

17. **Standard 17: Rescinding a Continuing Custody Order and Returning the Child to the Family Home (AOPSI Standard 17 Guardianship Services)** – no files applicable.
18. **Standard 19: Interviewing the Child about the Care Experience (AOPSI Standard 19 Guardianship Services)** –no files applicable.
19. **Standard 20: Preparation for Independence (AOPSI Standard 20 Guardianship Services)** – 6 files compliant; 1 file non-compliant; 8 files not applicable.
20. **Standard 21: Responsibilities of the Public Guardian and Trustee (AOPSI Standard 21 Guardianship Services)** - 6 files compliant; 2 file non-compliant; 7 files not applicable.
21. **Standard 24: Guardianship Agency Protocols (AOPSI Standard 24 Guardianship Services)** – 15 files (100%) compliant.

b) Compliance to Family Service File Practice

Twenty-four (24) of the 80 open family service files audited. Twenty-one (21) of the files were from the North Vancouver office and three (3) were from the Squamish office. The overall compliance was **84%**. The files were audited for compliance to the Aboriginal Operational and Practice Standards and Indicators, C4 Guardianship family service including:

- Information and referral for service
- Supervisors approval regarding voluntary service
- Family Service Plan and components for support
- Review of Family Service Plan
- Support Service Agreements with families
- Voluntary and Special Needs Agreements
- File Documentation.

The following provides a breakdown of the compliance ratings:

1. **Standards 1: Receiving Requests for Services (AOPSI Standard 1 Voluntary Services)** –22 files compliant; 2 files non-compliant.
2. **Standard 2: Supervisory Approval Required for Voluntary Services (AOPSI Standard 2 Voluntary Services)** – 20 files compliant; 4 files non-compliant.

3. **Standard 3: Information and Referral for Voluntary Services (AOPSI Standard 3 Voluntary Services)** – 21 files compliant; 3 files non-compliant
4. **Standard 4: Involving the Aboriginal Community in the Provision of Services (AOPSI Standard 4 Voluntary Services)** – 21 files compliant; 3 files non-compliant.
5. **Standard 5: Family Service Plan Requirements and Support Services, Voluntary Care, and Special Needs Agreements (AOPSI Standard 5 Voluntary Services)** – 20 files compliant; 4 files non-compliant.
6. **Standard 6: Support Service Agreements (AOPSI Standard 6 Voluntary Services)** – 15 files compliant; 8 files non-compliant; 1 file not applicable.
7. **Standard 7: Voluntary Care Agreements (AOPSI Standard 7 Voluntary Services)** – no files applicable.
8. **Standard 8: Special Needs Agreements (AOPSI Standard 8 Voluntary Services)** – 2 files (100%) compliant; 22 files not applicable.
9. **Standard 9: Case Documentation for Voluntary Family Service Files (AOPSI Standard 9 Voluntary Services)** – 17 files compliant; 7 files non-compliant.
10. **Standard 24: Transferring Voluntary Services Files (AOPSI Standard 24 Voluntary Services)** – no files applicable.
11. **Standard 26: Closing Voluntary Service Files (AOPSI Standard 26 Voluntary Services)** – 3 files compliant (100%); 21 files not applicable.
12. **Standard 27: Voluntary Services Protocols: (AOPSI Standard 27 Voluntary Services)** – 22 files (100%) compliant; 2 files not applicable.

c) Compliance to Resource File Practice

Ten (10) of the 52 open resource files were audited. Eight (8) of the files were from the North Vancouver office and two (2) were from the Squamish office. Overall compliance to the resource standards was **57%**. The files were audited for compliance to the Aboriginal Operational and Practice Standards and Indicators, C4 Guardianship resources including:

- Application and orientation of caregiver
- Homestudy of caregiver
- Training of caregiver
- Signed Agreements with caregiver

- Providing caregiver with written information regarding child
- Monitoring and reviewing homes.

The following provides a breakdown of the compliance ratings:

1. **Standard 28: Supervisory Approval Required for Family Care Home Services (AOPSI Standard 28 Voluntary Services)** – 9 files compliant; 1 file non-compliant.
2. **Standard 29: Family Care Homes – Application and Orientation (AOPSI Standard 29 Voluntary Services)** – 3 files non-compliant; 7 files not applicable.
3. **Standard 30: Home Study (AOPSI Standard 30 Voluntary Services)** – 1 file compliant; 4 files non-compliant; 5 files not applicable.
4. **Standard 31: Training of Caregivers (AOPSI Standard 31 Voluntary Services)** – 5 files compliant; 5 files non-compliant.
5. **Standard 32: Signed agreement with Caregivers (AOPSI Standard 32 Voluntary Services)** – 8 files compliant; 2 files non-compliant.
6. **Standard 33: Monitoring and Reviewing the Family Care Home (AOPSI Standard 33 Voluntary Services)** – 4 files compliant; 5 files non-compliant; 1 file not applicable.
7. **Standard 34: Investigation of Alleged of Abuse or Neglect in a Family Care Home (AOPSI Standard 34 Voluntary Services)** – no files applicable.
8. **Standard 35: Quality of Care Review (AOPSI Standard 35 Voluntary Services)** – no files applicable.
9. **Standard 36: Closure of the Family Care Home (AOPSI Standard 36 Voluntary Services)** – no files applicable.

RECOMMENDATIONS:

Present: Department Head, Ayas Men Men Child & Family Services
 Division Manager, Ayas Men Men Child & Family Services
 , Ayas Men Men Child & Family Services
 , Ayas Men Men Child & Family Services
 Denise Connell, Senior Analyst, Aboriginal Regional Support Services
 Team

Marika Czink, Practice Analyst, Aboriginal Regional Support Services Team
Darlene Thoen, Practice Analyst, Aboriginal Regional Support Services Team

Date: July 17, 2008

Following the completion of the audit, Ayas Men Men Child and Family Services learned that at the time of the audit, not all of the resource files were reviewed due to an administrative oversight. This may have minimally contributed to the low compliance in Resources.

The following recommendations were developed in consultation with Ayas Men Men Child & Family Services and the MCFD Aboriginal Regional Support Services Team. The timeframe for completion of the recommendations is three months.

Ayas Men Men Child & Family Services management will:

- Develop internal policy on the AOPSI standards: social worker's relationship and contact with a child and reviewing the appropriate discipline standards required for child service files. This policy should contain a checklist that the social workers and supervisor sign off once documentation is completed. Once developed, this internal policy will be reviewed with all delegated staff.
- Develop internal policy on the AOPSI standards: training of caregivers and monitoring and reviewing the family care home required for resource files. This policy will include a process for documenting that these standards have occurred. Once developed, this internal policy will be reviewed with all delegated staff.

Aboriginal Regional Support Services Team will:

- Commit to and engage in ongoing discussion with MCFD Systems and Records Management regarding the documentation of secondary Family Service files on MIS which would reflect the agency's voluntary family service files.
- In conjunction with Ayas Men Men Child and Family Services, develop and involve themselves in ongoing discussions and communications with MCFD Vancouver Coastal Region regarding the transfer of closed files from MCFD District offices. In addition, information will be provided and discussed regarding the delegation and abilities of Ayas Men Men Child and Family Services in providing Guardianship services.

