1. Welcome / Opening Remarks

2. Approval of the Agenda/Conflict of Interest Declaration

3. Approval of Minutes of November 15, 2017 (p. 2) & Business Arising **

4. PRESENTATION – Reporting on the Lead Agency Status on Mental Health in the Children’s Mental Health Sector
   Phil Dodd, Executive Director, Executive Director of Keystone, Child, Youth and Family Services

5. Reports
   - President
   - OACAS
   - Foster Parent Association
   - Executive Director (p. 7)
   - Community, Governance and Stakeholder Relations Committee
     ✓ Minutes from December 13, 2017 (p. 9)
   - Finance, Risk Management and Audit Committee
     ✓ No Report
   - Service and Quality Committee
     ✓ Minutes from December 6, 2017 (p. 12)

6. New Business

7. In-Camera (if required)

8. Next Meeting – Wednesday, January 17, 2018 at 4:30 p.m. in Owen Sound
Board of Directors

MINUTES

Wednesday, November 15, 2017
Bluewater Board of Education, Chesley, ON

Present:    Selwyn Hicks (Chair), Don Moore, George Sanz, Christena Dawson, Marie Tudor, Julie Lawrence, Jamie McKinnon, Donald Porterfield and Linda Van Sligtenhorst

Staff:      Phyllis Lovell, Kelly Ferris, Anne Bester, Julie Lipsett and Susan Wilson (CUPE)

Guests:     Nancy Craig, Foster Parent Association

Regrets:    Gary Harron, Renee Abram and Tim Nicol

Recorder:   Tiffany Clayton

1. Welcome / Opening Remarks
Selwyn Hicks welcomed everyone to the meeting

2. Approval of the Agenda / Conflict of Interest Declaration

   BE IT RESOLVED

   THAT the Board accepts the agenda as presented.

   MOVED by Don Moore; SECONDED by Donald Porterfield    CARRIED

No conflict of interest declared.

3. Approval of the Minutes from October 18, 2017
   & Business Arising

   BE IT RESOLVED

   THAT the Board accepts the minutes from October 18, 2017 meeting as presented.

   MOVED by Julie Lawrence; SECONDED by Linda Sligtenhorst    CARRIED

4. Presentation – Signs of Safety by Anne Bester, Director of Service

Anne presented the Signs of Safety model. The model enables child welfare intervention to be the catalyst and method that initiates behaviour change by families and empowers them to make these changes. It is now an approach that has been implemented in over 100 jurisdictions in 17 different countries.
This is a service model that can be used at any stage of a file from prevention work through to children in care right up to adoption. Plain language is used so all parties have a clear understanding of what has been mapped. It is a strength based approach that is as committed to identifying what is working as being clear about worries. A safety plan is developed with detailed actions to achieve goals. The model engages the children; having their voice front and centre.

The practice involves assessment and planning tools used for ‘mapping’ worries, strengths and required safety. There are four (4) areas on the ‘map’ for review which contain the risk assessment analysis in succinct plan language that involve: defining the harm, defining the danger, identifying existing safety and developing safety goals. This mapping exercise involves the child protection worker, the parents, the children, immediate family, community professionals and any other support to the family. There is a scaling question with respect to the safety of the child(ren) that all participants (including the child(ren)) rate between 0 and 10. The practice tools further includes tools for engaging children and words and picture explanations to explain what has happened/is happening.

Evaluation and research consistently indicate that with the Signs of Safety practice that families feel more empowered, there is a reduction in the number of children removed from families and child protection workers report greater job satisfaction.

We have made the decision to embark on Signs of Safety. There are a number of agencies across the province that have implemented SOS, or have begun to implement SOS. We will use the time between now and the start of the next fiscal year to develop a clear understanding of the framework. The training will begin in April in order to avoid the weather as company is in Minnesota, USA. There is an International gathering that occurs annually to highlight their work. Anne had the opportunity to attend in Minnesota a few years ago.

It is a change in the approach in how we do our work. Also Signs of Safety has ways embedded in the practice that we work across all departments, i.e. difficult conversations. The practice is culturally adaptable and inclusive of First Nation communities. Community partners, as well as First Nation communities will be invited to the in-depth training sessions.

The biggest change in this model is the additional case conferencing as workers will be doing it with the family, not to the family. The model also engages the family network with the scaling question. Once a participant places their number on the scale the reasons may be heard for the first time by parents with their own examples. The model is a network of support rather than CAS coming in to make a plan without hearing from all parties that may have information about the family. Signs of Safety normalizes the caring, honest communication about what is going wrong and the collaboration to address it.

The model is simple yet important with the ability to turn things a different way. We can see positive outcomes in implementing this practice, specifically in job satisfaction. This is not a new model. Any change worriers would hear positive experiences from their colleagues that have adopted this practice. Everyone’s eyes are focused on child safety and outcomes.

The cost is approximately $80,000 USD which is contained in our training budget as we’ve budgeted for Signs of Safety before but stood down due to CPIN. It is the hope that the province will adopt as a model – many agencies are onboarding.
5. **Reports**

- **Chair**
  Mr. Hicks had the pleasure of attending the foster parent award ceremony and admired the commitment of community to foster for great lengths of time.

- **OACAS**
  *OACAS information is included in the Chief Executive Officer’s report.*

- **FPA**
  Nancy Craig commented about the Foster Parent Recognition Event held on October 24, 2017 and the wonderful meal. Pre-service training just finished last night; twenty (20) people went through, the majority of which were people from Wiarton and Meaford. The Christmas party is scheduled for December 2\(^{nd}\) at 3:00 p.m. at the Hanover pool - Santa will be there. There is also a room rate at Great Wolf Lodge from February 1-3, 2018, the room rate begins at $150.00 on February 1\(^{st}\) and increases each night - $180.00 for February 2\(^{nd}\) and $220.00 for February 3\(^{rd}\). The code is **1802BRUC**. The FPA is not hearing complaints; everyone is busy. Nancy has had two (2) children since July that may or may not be remaining in her home.

- **Chief Executive Officer**
  Phyllis offered her congratulations to all foster parents and a thank you to Board members that were able to attend the Foster Parent Recognition event. Acknowledging Remembrance Day was different this year as the office was closed (on Saturday). BGCFS laid wreaths in three (3) communities: Marjorie Snyder at the cenotaph in Walkerton, Chad Zimmerman at Saugeen First Nations and Phyllis Lovell at Neyaashiinigmiing.

  Board members would have received an invitation to a governance webinar that occurred yesterday. Board members will continue to receive these invitations from OACAS’ Governance Advisory Committee as they are hosting a four (4) part series of webinars on ‘Cultural Considerations and Diversifying Board Representation’. Each webinar will include a topic related to governance with suggestions for best practice. ‘Governing for Diversity’ was yesterday’s topic that included support of fostering families, volunteers and staff, along with equity of opportunity for families we serve and those who work for us. It was an opportunity to understand the work we do and challenge governors to break down those barriers. These webinars occur over the lunch hour and are worthwhile with interesting topics of conversation. You can log on and listen as well as view any presentation. It is a rich opportunity to view other’s questions and hear the answers.

  A webinar was held today with respect to Shared Services and the requests for proposals. They are looking to make the provision of services more equitable across the province. Phone service, after hours call answering and screening that operates across a region, is a service they are looking to pilot to create a service response that is larger than the area normally served. A
call for proposals to share that service will be limited to CPIN agencies. This shared service will 
enable the opportunity to screen calls after hours in a much larger area, i.e. if you were French 
speaking making a referral, BGCFS couldn’t do it as we don’t have that capacity. Right now, we 
have a team of three (3) FTE covering from 4:30 to 8:30 and all weekend. An answering service 
receives the call and it goes to the responder immediately. We would still need a service 
response, the shared service is just who answers the call. The advantage province wide is: 
multiple language services and multiple people who can create a more timely call response in 
those times when managing crises and there is a high number of calls to be screened. Once it 
has been determined that face to face meeting has to occur; we are now providing the 
response. The establishment of need or eligibility has been determined. We have access to 
some translation services but this is a service that typically needs to be prearranged. This 
shared service will not create job loss in the sector and it holds good potential for the province 
for an equitable response. A quality matrix has been established: call response time, customer 
satisfaction, documentation compliance and the success of an IT system that supports this work. 
The pilot won’t just be an end of period evaluation, it will be ongoing. The Board endorsed our 
participation of shared services and this is one (1) of the thirty-seven (37).

How we are going to service 16/17 year olds will be discussed in January. There is no funding 
this fiscal year and it is anticipated that with its implementation in last quarter, it should not 
have an effect on us. These youth are eligible for service when in need of protection and an 
intervention would be necessary (so dire that youth needs to reside somewhere else). The 
preferred placement for these youth is not in a foster home or OPR; Kin is the preferred option. 
We are concerned that a number of professionals, where a 16/17 year old who has removed 
themselves from parental authority and are engaging in high risk department, will see us as the 
only option; however, the protection concern must come from the home. This age group must 
consent to a placement—we can’t apprehend or place involuntarily. They will not be youth in 
care; support will be provided.

The Board dinner is scheduled for Tuesday, December 19th at 5:30. The Board has traditionally 
cooked a turkey dinner for our older youth in care and we are looking for volunteers. If you 
have questions, please reach out to Kim Fleming. Christine John, Board Community Member 
has agreed to organize this event again this year.

• FRMA – Report from November 8, 2017 Meeting
George Sanz presented the report from the November 8, 2017 meeting. We will apply for 
$30,570 to cover the 2016/17 deficit and $104,035 for the 2017/18 deficit; this will bring the 
Balanced Budget Fund to $134,605 for future needs.

Not all invoices have been received to date so while it looks like there is money there, there is 
not. We are looking for $200,000 at present. OPRs are ten (10) times more expensive than 
foster care. We have been trying to diminish that group as much as possible; if we didn’t have 
any OPRs, we’d have no problem with this $200,000. Our numbers and government numbers
match. There was discussion with respect to shared services with implementation coming this fall, starting little by little; most will be in 2018.

The mortgage renewal is due sometime in December and we have chosen in the past to renew annually to get a rate of prime less 0.5%. The interest rates have gone up and will likely go up again. The FRMA Committee recommends renewing the mortgage for a five (5) year term at 2.95% for a $2,349,000 mortgage.

**BE IT RESOLVED**

**THAT the Board of Directors approves a 5 year term at rate of 2.95 or lower.**

MOVED by George Sanz; SECONDED by Don Moore CARRIED

**BE IT RESOLVED**

**THAT the FRMA report be accepted as presented.**

MOVED by George Sanz; SECONDED by Donald Porterfield CARRIED

There is a Sixties Scoop class action suit with respect to Indigenous people who had been taken from their families and placed by adoption with non-Indigenous families. These requests will be to obtain their personal client record in order to have their claim settled by class action. This is a big challenge for us to meet these disclosure requests logistically and quickly.

There is a second class action on behalf of crown wards that were maltreated where a criminal compensation was not pursued on their behalf.

Both of these notices of class action suits have been posted in the lobbies at both offices.

6. **In-Camera (required)**

**BE IT RESOLVED**

**THAT the Board of Directors meeting move in-camera at 6:42 p.m.**

MOVED by Julie Lawrence; SECONDED by Marie Tudor CARRIED

7. **Adjournment**

**BE IT RESOLVED**

**THAT the Board of Directors meeting adjourn at 7:37 p.m.**

MOVED by Jamie McKinnon; SECONDED by Julie Lawrence CARRIED

8. **Next Meeting – Wednesday, December 20, 2017 in Chesley.**
George Sanz, Buck Hicks, Anne Bester and I attended the fall provincial leadership this past month. You will hear about the Governance Council from your board colleagues at the meeting.

Provincial senior staff considered the challenge of having 22 collective agreements expire on April 1st 2018. Bargaining is considered a ‘local’ responsibility. In 2012, there was an attempt to construct a model for a provincial bargaining process. The process resulted in a framework that had limited success. We agreed that ‘employer’ coordination and communication was important. We have a Strategic Council at the Ontario Association of Children’s Aid Societies (OACAS) that is responsible for provincial labor issues as well as a Provincial Employer Union Labor Relations Committee. Kelly Ferris sits on this committee as an employer representative. Staff at the OACAS provides support to both groups and are in a unique position to ensure that individual agencies are well briefed and informed about provincial labor issues. They will bring coordination and communication services to our individual organizational efforts through teleconferences that keep us up to date with issues and settlements. We have had two webinars and they are both informative and supportive of our BGCFS efforts to bargain a new agreement.

Bruce Grey Child and Family services learned on December 13, 2017 that we will receive an additional allocation of $34,804 to support the provision of services to 16 and 17 year old youth who are found to be in need of protection. An additional 2.8 million dollars of funding was shared on a proportionate basis across the province for the end of the 17/18 fiscal year. In the 2018-19 year, an additional $25 million dollars of additional funding will be provided to the sector. This allocation will certainly help BGCFS to serve youth to age 18. This funding allocation is a surprise and we thank the Ministry of Child and Youth Services for recognizing the additional cost of serving this population of youth. A BGCFS staff working group is developing our organizational plan and a communication strategy for our community partners. The Service and Quality Committee will hear about our plans in the New Year.

Board members will recall that BGCFS made an important service commitment to serve all youth 12 and older who are struggling with ‘parent –teen conflict’ in the community. We rely on research and past service experience to believe that an admission to care does not resolve conflict between a youth and their parent and does not result in less ‘risky’ behaviors on the part of the youth. We are often urged by community partners to admit these youth and to admit youth who are not cooperative with or responsive to mental health and behavioral interventions.

We have struggled with this goal and not achieved the success we had hoped for. We believe that we needed to explore our service assumptions and strategies with this population and we need to do this work with our staff and our community partners. Board members and senior leaders have learned a great deal from Dr. Kiaras Gharabaghi about serving youth. He is the principle author of the Ontario Residential Services Review commissioned by the Ministry of Child and Youth Services. He has presented his findings at two provincial leadership meetings.
Dr. Kiaras Gharabaghi from Ryerson University joined staff and community members this week for two days to explore what youth say about their experience of care and their experiences with residential settings. We were heartened by the turnout for these events. We had community partners from Youth Justice, Keystone, the Regional Hospital (nursing, psychiatry and social work), both First Nations, several Community Livings, and the Boards of Education. Sylvie Girard and Craig Cooper from MCYS and MCSS also traveled from the West Region office in London to join this conversation. Thanks to Linda for joining as a board member of our organization.

Dr. Gharabaghi has worked as a researcher in Canada, Germany and South Africa and the focus of his work is vulnerable youth who require interventions from systems. There are two particular learnings from his time with us that I thought you might find interesting. In Germany – a country that is very similar to Canada from a social, economic and government policy perspective – they don’t have a word or the concept of youth mental health or ‘treatment’. Child welfare and family serving professionals there do not factor ‘safety’ into their service. The role of child welfare and family serving professionals is to assist families with ‘upbringing.’ Sometimes children do not live with parents; however the goal of a service is to assist with the rearing and nurturing of children and youth within a community context. This radically different conceptualization of mission has relatively the same or better outcomes than those we achieve in Ontario. One wonders what impact this conceptualization would have on the provision of our services to families. Can we move away from ‘safety’ and focus on supporting ‘upbringing’ and get the same or better results for children and youth?

Dr. Gharabaghi also reminded us of the natural and normal supports for children and youth that have clear, researched value to individuals who are struggling. One of them is music. Listening to music, making music or writing music has therapeutic benefits for all people from the very young to the very old. Music is accessible to people everywhere. Opportunities to participate in ‘music making’ exist everywhere. This is an adaptable helping strategy that we can recommend and support in multiple manners with little to no cost involved.

We left our two days with a belief that we started a conversation about serving youth that should continue. Kiaras did an outstanding job of stimulating critical thinking. Our community partners all expressed a wish to continue the conversation and the learning that came from our time together and with Kiaras. We share our progress with this conversation with the board and we will continue to report the results of our efforts to reduce the number of teen admissions to you.

Merry Christmas and Happy Hanukah to you and your family. Thank you to all of you for your work on behalf of Bruce Grey Child and Family Services during 2017. We are grateful for your commitment to our community and to the families of our community.
1. **Welcome / Opening Remarks**
   Christena Dawson welcomed everyone to the meeting.

2. **Approval of the Agenda**

   *BE IT RESOLVED*

   *THAT the agenda be approved as revised.*

   *MOVED by Don Moore; SECONDED by Selwyn Hicks*  
   *CARRIED*

   No conflict was declared.

3. **Approval of the Minutes**

   *BE IT RESOLVED*

   *THAT the minutes of the September 13, 2017 meeting be approved as presented.*

   *MOVED by Don Moore; SECONDED by Marie Tudor*  
   *CARRIED*

4. **Indigenous Commitments**
   Phyllis and Selwyn attended the Apology & Acknowledgement Gathering on October 1 -3, 2017. Mary Ballantyne, CEO of the Ontario Association of Children’s Aid Societies identified that in some areas, we are very strong as a sector and in other areas, we are not so strong. Mr. Hicks indicated that the apology from Ms. Ballantyne was respectfully received but not wholeheartedly embraced by all.

   Mr. Hicks also attended the OACAS Winter Consultation along with George Sanz, Ms. Lovell and Anne Bester in Toronto on November 26th – 28th, 2017. The 2016 Ontario Looking After Children (OnLAC) report was presented. The data is from 2016 so is a year behind.
Julie Lipsett reviewed the OnLac Report that our workers are responsible for completing each year. The report shows data for children between the ages of 0-9 and between the ages of 10-17 years regarding their aboriginal identity and connection to their culture. A Moment on the Path report shows a picture of where we are on the journey to Reconciliation. BGCFS data is compared to the Southwest Zone and the Province. We need to continue the conversation around what is a meaningful plan for the child to be connected to their culture. We believe that we need to hear from our indigenous youth about what they want and need from us. In the Spring, we will invite the youth and our staff to the table to engage in those enriched conversations.

Phyllis spoke about the work that has recently come out of the Saugeen First Nation’s Working Group. The working group is currently working on a Memorandum of Understanding (MOU) and is 90 percent complete. The committee will reconvene in January to complete the MOU. Trust and respect is what the community expects as well as to do more resource sharing (e.g. PRIDE training). The Nation would like to have the authority and responsibility around what the safety of a child should look like. In order to do this, they would have a conversation with their elders and then would have a conversation with us. We need to be understanding, patient and kind as they work through their process and we will need to struggle with the questions and not take a hard line. They need to tell us what is best for their children. We will continue to require good communication and to maintain a good strong working relationship.

On July 6, 2017, the Ontario child welfare sector unanimously agreed to prioritize Reconciliation with Indigenous communities through eight key commitments. Each Children’s Aid Society has committed to reducing the number of indigenous children in care; reducing the number of legal files involving indigenous children and families; increasing the use of formal customary care agreements; ensuring indigenous representation and involvement at the local Boards of Directors; implementing mandatory, regular indigenous training for staff; changing the inter-agency protocol to include Jordan’s Principle as a fundamental principle and develop a unique agency-based plan to better address the needs of the children and families from those communities.

5. Governance Evaluation and Board of Director’s Evaluations
Ms. Lovell spoke about the Governance Practices Evaluation and Report for 2017. The measurements of good governance was good except in the area of board self-assessment. Based on these results, the committee introduced our own internal evaluations including feedback to the chair, individual board member evaluations and board committee self-evaluations. These evaluations were administered through survey monkey to each board member. To date, we have not completed the process of how the results of the surveys would be shared with the entire board. We also have not built in a board policy around board evaluations. Ms. Lovell has offered to draft up a policy on board evaluations and will bring back to the next meeting in January.

6. Sharing the Board Meeting Package with CUPE Rep
We have had a request come from the CUPE member who attends our regular board meetings to share with them the meeting package at each board meeting. Our practice has always been to only share a copy of the agenda and the approved minutes to our CUPE president and our Ministry lead, Sylvie Girard. A copy of the agenda only is shared with the representative of the Foster Parent Association. A decision will need to come from the board to change our practice. The committee favours transparency and would like to recommend to the board to change our current practice and share the complete meeting package. The committee has also recommended that a policy be created to identify what discussions should be made public and what discussions should be in-camera. Phyllis Lovell will draft up a policy and will use municipal guidelines from Selwyn as a reference.
BE IT RESOLVED

THAT the CGSR Committee recommends to the Board that our CUPE representative, our Foster Parent Association representative and our Ministry supervisor will all receive a complete board meeting package.

MOVED by Don Moore; SECONDED by Selwyn Hicks CARRIED

7. Chief Executive Officer (CEO) Title
Ms. Lovell spoke about the title change of the Board’s Executive Leader. The change was from Executive Director to Chief Executive Officer. The Toronto Board of Education conducted a review of their executive titles and made a decision to remove the name Chief from their titles. The name Chief comes from the Indigenous communities to denote their leader’s position. Ms. Lovell asked the committee, based on this information, if the committee wanted to review her recent title change. The committee decided to leave the name Chief Executive Officer as status quo as we have not heard from our indigenous partners any concerns regarding the name ‘chief’ in the title.

8. Other Business

9. In-Camera (if required)
No in-camera.

10. Adjournment

BE IT RESOLVED

THAT the meeting be adjourned at 6:38 p.m.

MOVED by Don Moore; SECONDED by Marie Tudor CARRIED

11. Next Meeting is scheduled for Wednesday, January 10, 2018
Present: Donald Porterfield (Chair), Selwyn Hicks, and Julie Lawrence

Staff: Phyllis Lovell, Julie Lipsett and Anne Bester

Community Member: Dave Wyles

Guests: Rebecca Raynsford

Regrets: Linda Van Sligtenhorst

Recorder: Kim Fleming

1. Welcome / Opening Remarks
Donald Porterfield chaired the meeting and called the meeting to order.

2. Election of the Chair
Selwyn Hicks asked for the election of a new Chair for the committee as Gerald Glover, previous Chair resigned on October 18, 2017. Donald Porterfield was elected by the committee as the new Chair.

   BE IT RESOLVED
   THAT the Service & Quality Committee recommend to the Board that Donald Porterfield be elected as the new Chair of the Service and Quality Committee.

   MOVED by Selwyn Hicks; SECONDED by Dave Wyles    CARRIED

3. Approval of Agenda/Conflict of Interest Declaration
Add election of the chair

   BE IT RESOLVED
   THAT the agenda be approved as revised.

   MOVED by Dave Wyles; SECONDED by Selwyn Hicks    CARRIED

No conflict of interest.

4. Approval of Minutes from June 14, 2017 and September 28, 2017 meetings and Business Arising

   BE IT RESOLVED
   THAT the minutes from June 14, 2017 and September 28, 2017 meetings be approved as revised.
5. Terms of Reference Review
The committee reviewed and approved the terms of reference as presented.

BE IT RESOLVED

THAT the committee recommend to the board to accept the terms of reference as presented.

MOVED by Dave Wyles; SECONDED by Selwyn Hicks CARRIED

6. Workplan Review
The committee reviewed the workplan as presented.

Donald Porterfield questioned the time line for the task of engaging the Band and Council of Saugeen First Nation and Chippewa’s of Nawash in planning for and resourcing aboriginal children. The time line indicates ‘ongoing’. The question asked was should there by a date entered under the time line.

7. Presentation on Investigations in Foster Homes (by Rebecca Raynsford, Supervisor of Intake)
Phyllis introduced Rebecca Raynsford. Rebecca has been deployed across the organization in a variety of positions and currently she is the Intake Supervisor in Walkerton. Rebecca has brought stability to the Intake team in Walkerton.

Ms. Raynsford provided a copy of the Provincial Standard and the Resource Home Complaints and Investigations Standard and Procedure from Bruce Grey Child and Family Services as all allegations of child abuse or neglect involving resource caregivers are responded to in accordance with both the Ministry standard and the BGCFS Standard and Procedure.

Resource parents are advised at their Pride training that allegations of abuse or neglect are possible and that all allegations will be investigated. Allegations cannot be investigated by the assigned worker as this can cause role confusion and also it removes a potential source of support for the resource parent.

If an allegation is received, an internal planning meeting happens first so that the steps and people involved are organized and coordinated. We are required to respond within 48 hours of receiving the referral. If the concerns are more serious the response may be required within 12 hours.

There is an investigation process in which individual interviews occur with each family member and any other people involved. Based on the allegation, additional information may be required. An initial safety assessment is conducted to determine if the child can remain in the home for the duration of the investigation. The standards require that investigations are to be completed within 45 days of the date of the referral. At BGCFS, all Resource home investigations are followed up with a Risk Management Forum (meeting) where a verification decision is made and there are discussions about any follow up needed or the next steps. All involved staff and a Director of Service attend these meetings.

The outcome of the investigation is provided to the Resource parents in a face to face meeting. This meeting is followed up by a letter outlining the concerns, verification decisions and any recommendations.
8. **Policy Directive CW003-17 Protection Services for 16-17 year olds**

Julie Lipsett presented on the Ministry policy directive for protection services for 16-17 year olds. The Bill 29 came into effect on June 1, 2017.

Currently, our ‘Duty to Report’ obligation does not apply to 16 and 17 year olds. Research indicates that older youth who have been abused or neglected have an increased risk of experiencing homelessness, mental health issues, substance use, human trafficking and decreased employment prospects. This directive requires that all children’s aid societies provide a full range of child protection services to youth until their 18th birthday including a Voluntary Youth Services Agreement (VYSA) where appropriate to all eligible youth.

Keystone Child, Youth and Family Services have created their own framework around this Ministry Directive and their staff has been informed that they will be serving 16-17 year olds.

Moving forward, BGCFS will schedule meetings with our community partners; such as Keystone, Education, Police, etc. to talk more about this Ministry directive and the roles and responsibilities moving forward.

9. **Quality Improvement Plan Q2 (QIP)**

Anne Bester and Julie Lipsett presented on the QIP for Q2. We are still having to do a combination of manual and electronic data rollup as the reporting function in CPIN is not fully functioning as required.

Ms. Bester presented on the change of compliance trends for Protection Services and indicated that there was a drop in the completion of a formal case review and evaluation every 6 months following the development of the initial service plan for ongoing child protection cases. We put a real push on the workers to get the outcome plans completed by the due date. The drop indicates we are down almost 14 percent. Our strategy moving forward is a new tracking tool that was developed for Ongoing staff and supervisors to monitor due dates. This tool will be reviewed and approved by supervisors in December and will be implemented at a department meeting in January 2018. This tracking better aligns with the investigation tracking tool and requires less manual input of data.

There was also a drop in the review of every ongoing child protection case in a supervision session minimally once every 6 weeks. Our strategy is that Supervisors are scheduling full case reviews prior to vacation and planned absences and requesting that colleagues cover any cases that cannot be completed prior to their vacation. The new tracking tool that is being implemented in January 2018 will cover due dates for 6 week supervision as well.

Ms. Lipsett presented on the change of compliance trends with the Child in Care Initial Plan of Care recording which is prepared 30 days of placement or when there is a replacement in a foster/group/kin or customary care home. The trend shows that proper notification for scheduling the 30 day Plan of Care meetings are not being received in a timely fashion. Our strategy moving forward is to adjust our email notification for admissions to care to ensure that the Administrative Support Workers (ASW) who are responsible for scheduling the 30 day Plan of Care meeting receives the notification in order to schedule the meeting.

*BE IT RESOLVED*

*THAT the Service and Quality Committee recommend to the Board of Directors to approve the Quality Improvement Plan as presented.*
10. **New Business**
Phyllis shared with the committee our strategy for ensuring that as many kids as possible are served in their community families and the pressure we have in servicing youth and children with complex needs. The Senior Team met and made a decision to bring Dr. Kiaras Gharabaghi to our area to present to our leaders, service staff and our community partners and their staff on residential services in the province. Dr. Gharabaghi has worked with children, youth and families for over 20 years, during which time he held front line and management positions in the children’s mental health, child welfare and youth homelessness sectors. Dr. Gharabaghi will be meeting with leaders of BGCFS and community leaders on Wednesday, December 13th. On Thursday, December 14th, he will be attending at St. Mary’s Parish Hall in Owen Sound where he will meet with the staff at BGCFS and our Community Service staff from 9 a.m. to noon where he will do an orientation of the experiences of youth in residential care and will encourage staff to have a vision of family care for all kids. Board members are invited to attend this session. In the afternoon on December 14th, a focus group consisting of BGCFS leaders and staff and community leaders and staff will come together to identify recent real cases of high needs youth and to look at alternatives to residential care.

11. **Adjournment**

   **BE IT RESOLVED**

   THAT the meeting be adjourned.

   **MOVED by Dave Wyles; SECONDED by Julie Lawrence**

   **CARRIED**

12. **Next Meeting is scheduled for Wednesday, February 7, 2018**