



## OBSD Joint Newsletter

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### Welcome to the Outcomes-Based Service Delivery (OBSD) newsletter!

The Alberta Association of Services for Children and Families (AASCF) and the Child and Family Services Division, Alberta Human Services are pleased to build on earlier AASCF-OBSD newsletters. It is our vision to provide regular update on the evolution of OBSD and innovative practice events. It is an exciting and fast-paced time. OBSD is currently being delivered from 16 worksites across Alberta and accounts for approximately 13% of the overall child intervention caseload.

### Events and training:

There is an incredible amount of thought, effort and learning happening within and around the OBSD sites.

- Think Tank events in May and June brought together Ministry, CFSA, DFNA, Agency representatives and academics to discuss elements of leading practices occurring across the province.
- Dr. William Bell spoke to the fast moving progress of the Casey Foundation goal to reduce the number of children in care by half.
- Dr. Mike DeGagné, Executive Director of the Aboriginal Healing Foundation addressed the history and impact of colonization and healing systems.
- Dr. Bob Lonne, co-author of *Reforming Child Protection*, presented workshops about ethical practice in child intervention.
- Some Regions are using Signs of Safety as a practice framework and over 500 people attended Signs of Safety training in Red Deer, Calgary and Edmonton in February 2013.
- Region 6 is undertaking permanency training including Darla Henry's work with regards to a permanency model.



#### Inside this issue:

A Good News Story from Region 6	2
The Evolving Nature of OBSD	3
Overview of OBSD Activities and Resources	4

**For more information, suggestions for future newsletters, or any feedback or questions, please contact:** Michael Kogan, Policy, Practice and Program Development, Program Consultant or Sandra Maygard, AASCF, OBSD Lead.

## A Great News Story! Changes in Practice Impacting Outcomes,

Casework Supervisor, Region 6 CFSA, North Central Office

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A mother gave birth to twin girls. We did not know about this birth but were alerted a month later by a caller who advised us that Mom had no money, food, diapers, formula or support and was exhausted attempting to care for the newborns on her own. Mom had had previous involvement with Children's Services, due to addiction issues, which resulted in her two older children living in foster care under Permanent Guardianship Order status. Although she had dealt with the addiction issues, she was now scared to call Children's Services for help as *"they only apprehend children"*.

Due to the worries that mom had had other children removed from her care, was isolated and in need of support to provide the basics to her children, two assessors went to the home. They found Mom and babies in an apartment that was sparsely furnished but adequate. Mom was immediately on high alert so the assessors took off their shoes, put down their folders and prepared to spend some time reassuring Mom that they were there to offer assistance and NOT take the babies. The babies appeared chubby and healthy. Mom was sober, but obviously overwhelmed.

About an hour after the assessors arrived, they had to make a frantic call to their supervisor as the power was suddenly turned off. The mother, who had moved into her residence a week after delivering her babies, had forgotten to make arrangements for continued service. Her electric breast pump was no longer working and she was short on diapers, formula and food, which would assist in keeping up her energy and ability to produce milk.

Calls were made to the Family Centre on-call crisis supervisor to indicate what Mom's immediate needs were, the agency Family Intervention Generalist (FIG) who was asked to immediately deliver some groceries to the residence, and to EPCOR to reconnect the power.

Mom was asked about her food preferences; had fresh food delivered to last the next few days and was told that power could not be restored for at least 48 hours. No power meant no fridge and no breast pump....so another phone call to the building manager led to him allowing an extension cord be run from the suite into the hallway to provide some power to the unit.

By 6 p.m., Mom had groceries, diapers, an extension cord, some additional lighting and an extra set of hands to help with the babies until late into the evening. The next morning, a FIG was there again and in the days to follow as well.

The case plan resulted in a Family Enhancement Agreement with Guardian. Mom and babies are doing REALLY well. She is successfully parenting her twin daughters and they are thriving.

I get goose bumps when I think of that crazy day when the power was cut off and the mom was so sure we would take her babies.....an extension cord, a few groceries, supportive workers and a belief that given the right support at the right time in an "out of the box" way. Mom now knows that if she calls Children's Services, we don't "only apprehend children".

**An extension cord, a few groceries, supportive workers and a belief that given the right support at the right time in an "out of the box" way, Mom now knows she can call Children's Services, we don't "only apprehend children".**



## The Evolving Nature of OBSD By Sandra Maygard

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OBSD is an evolving process and the learnings, coming from OBSD sites, are continuously incorporated into the “next steps”. Both Region 3 - Calgary and Area CFSA and Region 6 - Edmonton and Area CFSA are good examples of how the learning from the operational OBSD sites have influenced and changed decision-making processes.

Region 3 recently closed a tender for an Aboriginal OBSD site that departed from the past by recognizing the process needed to involve the broader community. The philosophy and capacity of the applicants were major considerations and allowed for partnership models not a single lead agency. This tender was both more inclusive and collaborative in that the CFSA asked for proposals; invited applicants to present to a panel that included community representation (an Alberta Health person represented “community” in the first process) and then, in a very forward thinking move, invited representatives from Treaty 6, 7 & 8 Delegated First Nation Agencies, Métis Nation of Alberta, Region 10/Métis Settlements CFSA, CFSA Aboriginal Teams and elders to the table to meet with the potential OBSD agency leads. A person presenting to the second panel said they were initially overwhelmed by the numbers (if not 40 people, it felt like it) but thought the process was very positive as it allowed them to present their vision of how the new OBSD site would address the issues of the families and children who would be accessing their services.

This is a reflection of greater collaboration and trust between the CFSA and the lead agency.

To date, the Aboriginal OBSD site has been identified; the contract with **Mahmawi-atoskiwin** (Cree meaning a group of people coming together to work as one) - a partnership between Boys and Girls Clubs of Calgary, Enviro Wilderness School Association and Pathways Community Services Association is being finalized and the site will be operational by July 2013. Other differences with this site include: permanent wards have been excluded; the focus will be on diversion, preservation and re-unification of children and families; the funding model reflects this and “risk” to the lead agency has been taken off the table.

Region 6 (Edmonton and Area) currently has two OBSD sites and is aware that it can no longer operate with both OBSD and non-OBSD systems. Thus, they have released a Request for Information (RFI), due March 22, 2013, to inform the process for their next step of “all in”. While the Region’s first tendering process used a traditional approach with the lead agency selected by CFSA staff, the second RFP, (for the Aboriginal site) asked the respondents to share their vision, address how they would deliver services and which CFSA office they wanted to work with. The RFP decision-making panel included community representation and awarded the contract to **Kahkiyaw Ayisiyinowak Ka Wahkohot** (Kahkiyaw), a partnership between Boyle Street Community Services and Bent Arrow Healing Society.

After the first OBSD site became operational, the AASCF Edmonton Chapter approached the CFSA to be part of a sub-committee to address issues related to future implementation. The sub-committee met often and became a “safe place” to play with ideas, laying the groundwork for the thinking, and now planning, for full OBSD implementation. Once the RFI was presented, the AASCF Edmonton chapter invited agencies to participate in a “world cafe” event, bringing together people from different agencies, with different perspectives, knowledge and views about the future of OBSD implementation to discuss the issues and learn from each other. The information coming out of this event, along with the individual and/or group submissions will inform the future implementation of OBSD.



(Continued on Page 4)

Region 6 is embarking on a real collaborative process – inviting questions, involving the larger community in the planning, demonstrating a willingness to listen, learn and act upon information gathered. The approach of the CFSA is innovative and another example of the evolutionary nature of OBSD. As one of the CFSA staff stated, "I am holding my breath, but trust the process. It has been working and hopefully will continue to lead us all to a good place."

Both Region 3 and Region 6 CFSA's are good examples of how government processes are shifting, collaboration between government and the community is manifesting itself and learnings are being translated into practice. The openness on the part of government to doing things differently has been evident in how OBSD has evolved and will continue to evolve. It is incumbent on the agencies, all of whom will be impacted by OBSD in the future, to engage in the discussions and opportunities to influence the development and future shaping of OBSD.

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## Overview of OBSD Related Activities

- Five sessions of Response Ability Pathways™ (RAP) training (Circle of Courage) are being offered. Calgary and Edmonton have happened and the 3 others are being scheduled.
- **omantew**, meaning "to create the space that welcomes a visitor and gives them an environment to thrive and carry on from", a 4-day pilot project by Drs Leona Makokis and Ralph Bodor, (U of C, Blue Quills Social Work) that changes how we think and work with Indigenous clients is being evaluated; has impacted the work being done in agencies and will be offered again - late summer 2013.
- The videos for the workshops **The Casework Practice Model (CWPM); Preparing and Presenting in Court; Report Writing and Documentation** are complete and on the AASCF web-site. The guides and supplemental materials are nearly complete.
- **Dr. Bruce Perry**, from the **Child Trauma Academy** along with **Dr. Emily Wang**, Clinical Psychologist and Program Director at **Hull Services** and **Denise Mander-son**, Program Director, **William Roper Hull School**, addressed the impact of trauma to children and the implementation of effective, successful [programming](#).
- **File reviews** within OBSD sites are looking for evidence of shared practice and collaboration.
- Edmonton AASCF chapter hosted a World Café to address the Region 6 **Request for Information** for "all-in" of OBSD.
- OBSD 201 presentations will be scheduled within all Regions this spring.



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## Resources:

**Creating Trauma-Informed Child Welfare Systems: A Guide for Administrators** - resource to help professionals understand the impact of trauma on children and [families](#).



**Child Trauma Academy:** What is the [Neurosequential Model](#)? And additional [Articles](#).

**Casey Family Programs :** [Resources and Publications](#).

**Family is the Foundation:** [Why Family Support and Early Childhood Education Must Be a Collaborative Effort](#).

**Leading Practice:** [A Resource Guide](#).

**Elder Protocol and Guidelines,** [Council on Aboriginal Initiatives, University of Alberta, February 2012](#).

**Inuit Child Welfare and Family Support,** Aboriginal-Related Documents, Inuit Tuttarvingat, National Aboriginal Health Organization April 2011; [Website](#) and [Documents](#).

**Ownership, Control, Access and Possession,** National Aboriginal Health Organization, [Website](#) and [Documents](#).

**3rd World Canada—the fifth film by Andrée Cazabon on the plight of Aboriginal children in remote reserves.**

**Muffins for Granny—7 elders tell their story,** a film by Nadia McLaren, 2007. [Trailer](#).