

The below note was sent to ALIGN and we are passing it along for your information:

A quick update on where CYS and the Service Delivery Regions are at with a couple of issues. It has come to our attention that agencies in Edmonton and Calgary either have or will be raising the following issues with Align.

**Item #1 - Section 12 of the Schedule A included in the templates, some of the Edmonton agencies have objected to, and are planning to approach Align regarding these concerns.**

## 12. Accreditation

The Contractor is currently accredited by: (state the name of the Accrediting Organization and date of expiry)

The Contractor acknowledges that the Contractor is required to advise the Accrediting Organization of the findings of all substantiated Assessments of Non Compliance under the Residential Facilities Licensing Regulation.

The Contractor acknowledges that the Province and the Accrediting Organization may freely exchange information and discuss matters related to the Contractor's performance of this Contract at any time and without further consent of the Contractor.

The general consensus is that the clauses feel somewhat punitive in nature and that they feel very vague in nature. For example agencies have not seen anything that really fits under the assessment of non-compliance. There is no formal document that is provided to them and generally issues where agencies are not meeting the current licensing standards are addressed with the agencies and resolved.

**Item #2** – concerns of the agencies as it is fairly broad and non-specific and again they are concerned about who would actually be contacting accrediting bodies. They do not feel comfortable with every licensing, placement, front line worker contacting the accrediting bodies without their knowledge. I know Norm and I discussed this and the intent is that only specific folks would have that access, however, this is not clearly spelled out in this item.

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**Item #3** - In Calgary agencies have raised a concern related to how the elements of the Foundations of Care Giver Support will be evaluated in term of awarding agreements

Questions have been brought forward to contract specialists in the regions regarding when service are competed what criteria will be used to determine that the service and the QSP are trauma informed.

## **Response**

### **Item #1**

The accreditation clause in the Template section 12 of the Schedule A:

“The Contractor acknowledges that the Contractor is required to advise the Accrediting Organization of the findings of all substantiated Assessments of Non Compliance under the Residential Facilities Licensing Regulation.”

The Enhancement Policy Manual in Placement Resources section 6.4 defines Concerns of Non-Compliance as: All concerns of non-compliance to CYFE, RFLR or Human Services policy, including compliance to the Agreement to Foster or the Kinship Care Agreement must be assessed and followed up by the licensing officer, placement provider support worker or contract consultant for foster homes and child and youth facilities and the support worker for kinship care providers and permanency placement adoption homes.

Assessment and follow-up of concerns of non-compliance provides ongoing ability to work with placement providers and child and youth facilities to ensure quality care for children in the custody or under the guardianship of the director

The licensing officer, placement provider support worker, contract consultant, as applicable, will:

- review the intake,

- conduct a site visit (see 5.3 Environmental Safety and Site Visit) or home visit to gather information,

- advise and consult with all relevant parties including but not limited to the child’s caseworker, the contract consultant, the agency support worker, the agency director/designate, the child and youth facility manager/ designate as determined by the nature of the concern to:

  - share details of the reported non-compliance in relationship to the well-being of the child,

  - determine if there is a need for the child to be interviewed and who will do that,

  - gather additional information relevant to the concern.

- review all placement provider file information and previous information from the electronic system,

  - in consultation with the child’s caseworker, review the child’s file and electronic information system,

consult with the casework supervisor regarding actions to be taken to resolve the identified issue(s).

**NOTE: If at any time it is determined a child may be at risk, refer immediately back to the Regional Placement Provider Intake Team to initiate an Assessment of Alleged Concerns of Abuse/Neglect by a placement provider or child and youth facility staff.**

develop a plan with the placement provider or child and youth facility license holder and relevant staff to resolve the identified concerns that could include but are not limited to the following:

provider training

development of a support plan

referral to community resources

on-going monitoring and site visits/home visits

reducing the number of children in the placement

varying, suspending or cancelling the foster home or child and youth facility license per s.105.7(1)(a) to (c) of the CYFEA.

If it is determined that a foster home or child and youth facility will have their license impacted follow the procedures outlined in 5.4.2 Varying, Suspending or Cancelling a License.

As the Stat Director needs to have assurance that the children in Care/Guardianship/Custody and service of the Director are safe and having their well-being needs met, and that placements and services are meeting a standards set out in accreditation and that all agreed to actions identified in the support plan are followed upon and that if there is any impact to accreditation that the accrediting bodies are aware.

It is important to note that a Concern of Non-compliance is not as noteworthy as a Care Concern involving a Placement Provider - either a Foster Care Provider, Kinship Care Provider, Permanency Placement Adoption Home or a Child and Youth Facility. The Care Concerns will involve one of the PRAT teams and typically will involve allegations related to section 1(2) a to h. As part of the assessment follow up on the with a Care Concern at letter is provided to the license holder denoting the findings of the assessment.

## **Item #2**

The accreditation clause in the Template section 12 of the Schedule A:

“The Agency acknowledges that the HS CFS and the Accrediting Organization may freely exchange information and discuss matters related to the Agency performance of this contract at any time and without further consent of the Agency”

To support the work of the Director in ensuring that the safety and well-being needs of the children in the Director's care and custody or receiving services are met there is going to be occasion where dialogue with the Accrediting Body and the Office of the Stat Director and Regional Management is necessary. The participants in this dialogue is limited to the Statutory Directors Office, Regional Delivery Directors, Senior Regional Contract and Practice personnel, Senior Agency staff and the Accrediting Bodies. The intent of the clause is to not to open discussion and negotiation up to frontline, contract specialists and licensing staff and the accrediting bodies. Concerns raised by these individuals will need to be discussed first with the Statutory Directors Office and/or , Regional Delivery Directors Senior Regional Contracting and/or Practice Staff who will in turn, depending on the issue, possibly will contact the agency involved first for further clarification and resolution. If resolution is not found or if the matter possess significant risks the matter can be referred to the accrediting bodies. If resolution between the Director or its representative and the agencies is not found then the matter can be brought to the attention of the accrediting bodies. However, it is important to note that only matters related to accreditation will be brought to and discussed with the accrediting bodies. Also, it is critical that the accrediting bodies communicate issues with services with CYS and the Regions.

As part of the process CYS is planning quarterly meetings with the accrediting bodies, and will be inviting Align and agency representation to discuss accreditation issues on a regular basis.

### **Item #3**

Questions have been brought forward to contract specialists in the regions regarding when service are competed what criteria will be used to determine that the service and the QSP are trauma informed.

The Child Youth Services Division, Regional Service Delivery Regions and Agencies are in the process of having these discussions currently. The Group Care Conference, NMT Conference and Sanctuaries presentation in Calgary today are example of the on-going dialogue that is occurring in this area. Further the Child Youth Services Division has entered into agreement with the ACCFCR to conduct a literature review into the area of what is a trauma informed organization and what are trauma informed interventions. All of this will influence the upcoming campus based tender and further tenders in the future. The criteria used will be where possible and reasonable will strive for evidence informed criteria and where possible and reasonable we will employ evidence informed criteria to support decisions in these areas. It is important to note that the elements of the Foundations of Care Giver Support are critical criteria in how future services will be delivered, however there will also be other selection criteria used such as the ingredients identified during the restricting group care. When the Campus Based tender is released this fall there will be greater clarity on these issues provided in the RFP.

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