

Metro Region QA Trending Report

January-December 2015



Quality Assurance Indicators Summary for Metro Region for 2015

Monthly Indicators	January	February	March	April	May	June	July	August	September	October	November	December
All Programs												
Files assigned to active worker (%)	97.5%	99.4%	100.0%	100.0%	98.6%	99.8%	94.7%	100.0%	98.5%	99.1%	96.0%	98.2%
Community Youth Corrections												
YLS/CMI complete (%)	98.8%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	98.3%
In person contact (%)	85.3%	90.2%	86.4%	87.5%	88.3%	85.2%	85.7%	84.5%	88.1%	92.3%	86.0%	88.2%
Protective Intervention Program												
Safety Assessments complete (%)	90.4%	91.3%	91.2%	91.0%	92.2%	92.7%	92.9%	92.4%	92.9%	92.9%	93.4%	94.4%
Referral Verifications complete (%)	82.9%	83.9%	83.4%	83.0%	83.2%	83.9%	83.9%	84.6%	84.9%	85.7%	87.0%	88.2%
Assessment Investigation Summaries complete (%)	69.3%	70.5%	70.4%	70.7%	70.8%	72.1%	72.0%	72.9%	73.5%	73.3%	74.9%	76.8%
- Transferred to Protective Intervention (%)	65.5%	65.5%	66.1%	65.8%	66.4%	66.3%	66.9%	66.9%	67.8%	68.6%	68.5%	68.4%
- Risk Assessments completed (%)	84.9%	85.6%	85.4%	86.0%	86.4%	86.0%	86.7%	88.3%	88.1%	88.0%	89.6%	90.8%
- Family Centred Action Plans complete (%)	45.8%	46.6%	47.8%	46.3%	48.7%	48.3%	49.8%	49.9%	49.5%	49.2%	53.0%	54.1%
Supervisor File Reviews												
Completed among Required Reviews (%)	94.8%	100.0%	95.7%	99.1%	99.1%	100.0%	94.9%	100.0%	100.0%	99.1%	98.1%	100.0%
Quarterly Indicators	January	February	March	April	May	June	July	August	September	October	November	December
Foster Homes												
Foster Home Monthly Visit (%)	* No data available			92.2%	94.9%	90.5%	84.7%	85.9%	85.1%	75.6%	77.9%	79.3%
Completion of Annual Review Report (%)	28.3%			20.0%			42.4%			51.6%		
In-Care												
Children In-Care Monthly Visit (%)	98.0%	93.5%	97.1%	96.2%	95.4%	97.8%	95.1%	95.3%	96.3%	87.5%	98.4%	88.9%
Youth Services												
YSAT Complete (%)	100.0%			100.0%			100.0%			97.8%		
YSA Complete (%)	98.4%			98.5%			98.5%			100.0%		
Annual Indicators (July 2014 - March 2015)			2014-2015									
Supervisor File Reviews			*									
Completed among Total Case Load (%)			50.0%									

* First time reporting Annual Indicators

Definitions

Monthly Indicators

All Programs

- The percentage of files accurately assigned to an active worker in CRMS.

Community Youth Corrections

- Provides caseload performance information for CYC as it pertains to the completion of the Youth Level of Service/Case Management Inventory (YLS/CMI) and in person contact with clients.

Protective Intervention Program

- Risk Management Report: Monitors compliance with standards pertaining to the completion of the following:
 - > Safety Assessment: Completed to determine the child's immediate safety.
 - > Referral Verification: Completed to verify the child protection referral concerns.
 - > Assessment Investigative Summary: Completed to determine the child's need for protection.
 - > Transferred to Protective Intervention: Indicates that the file will transfer/remain on long term PIP.
 - > Risk Assessment Instrument: Completed to determine if the child is at risk of future harm. This indicator is based on the AISs completed but does not take into account the RAIs that are not completed because they are not due.
 - > Family Centered Action Plan: A plan developed with the family to reduce risk factors identified in the RAI and to identify desirable outcomes. This indicator is based on the RAIs completed but does not take into account the FCAPs that are not completed because they are not due.

Supervisor File Reviews

- Monitors the requirement of at least 1 file review per social worker each month.

Quarterly Indicators

Foster Homes

- Monthly visit with the foster home: refers to one (1) monthly in person contact with the placement resource where the child or youth is residing.
- Annual Review: Monitors the requirement to have the written annual review for the foster home done in the quarter it is due.

In Care

- Monthly visit with child: Refers to one (1) in person contact with each child or youth in care and/or custody.

Youth Services

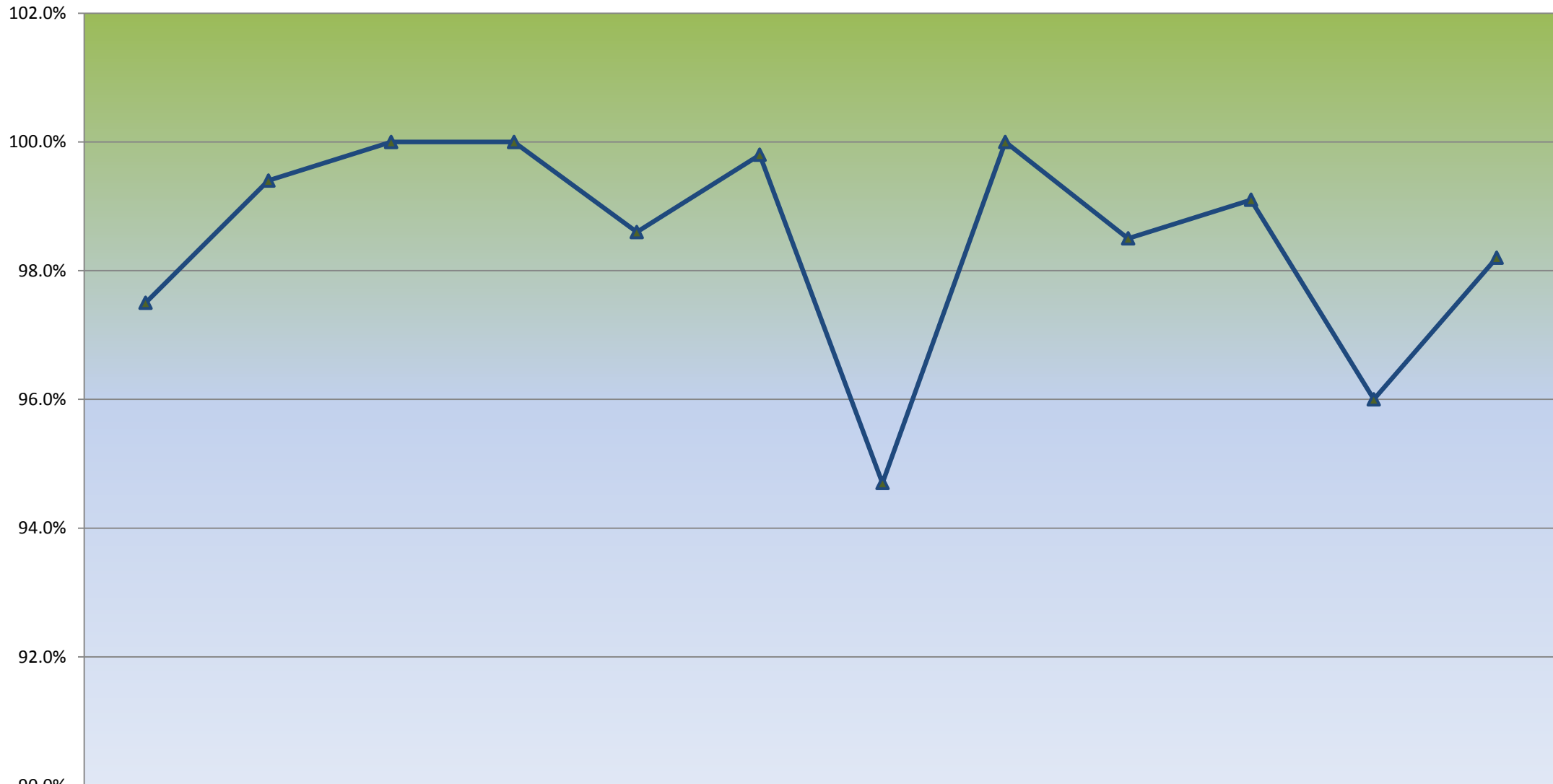
- Youth Screening Assessment Tool (YSAT) Complete: The YSAT is an assessment that is completed to determine eligibility for the youth services program. The YSAT must be completed within 45 days of the youth requesting service. The YSAT is not required for youth transitioning from the in care program.
- Youth Services Agreement (YSA) Complete: The YSA is an agreement that must be signed every six (6) months by youth receiving support from the youth services program.


Annual Indicators

Supervisor File Reviews

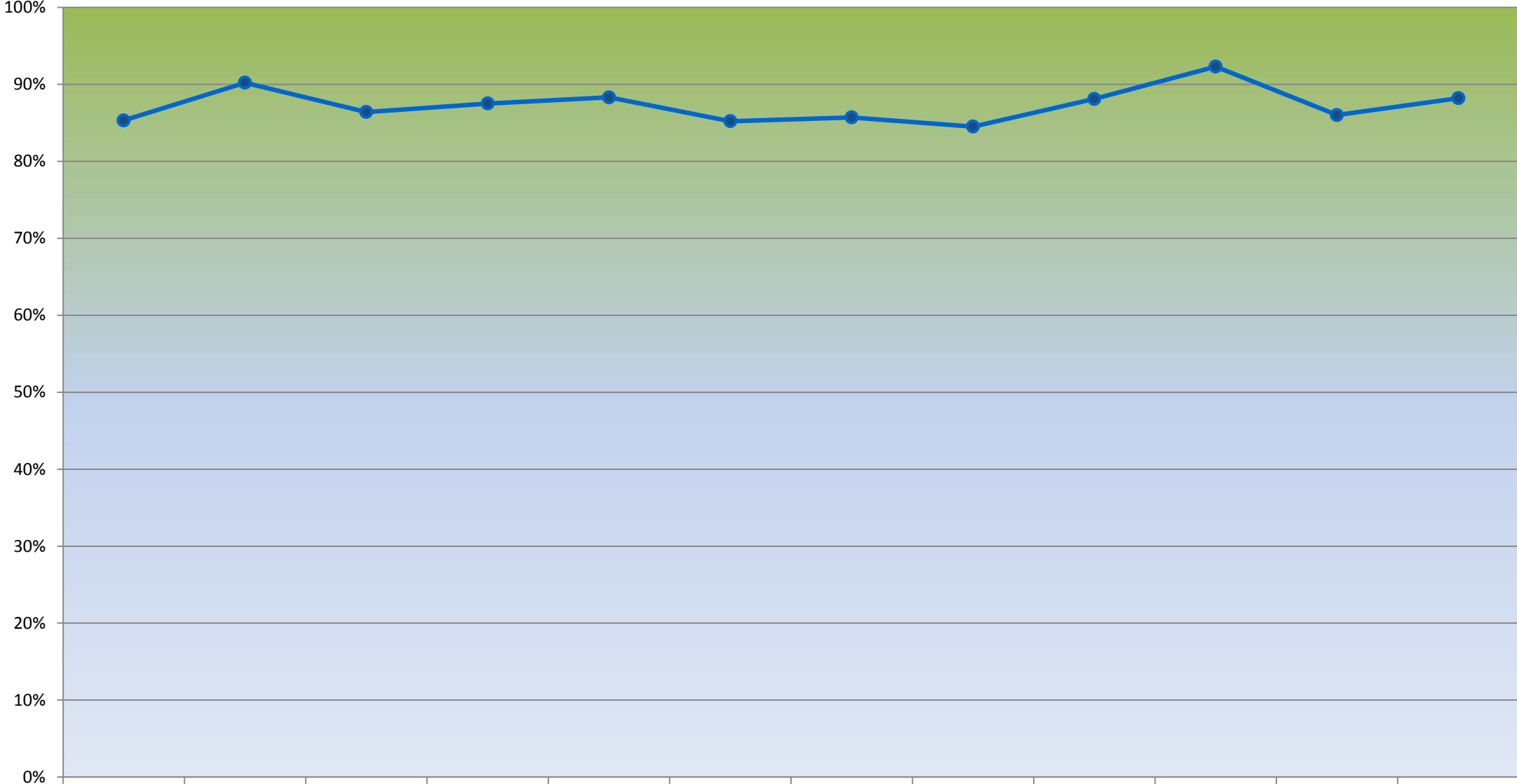
- Monitors the percentage of Supervisory File Reviews completed in relation to total caseload.

Percentage of Files Assigned to Active Social Worker Trending 2015



 Metro	January	February	March	April	May	June	July	August	September	October	November	December
	97.5%	99.4%	100.0%	100.0%	98.6%	99.8%	94.7%	100.0%	98.5%	99.1%	96.0%	98.2%

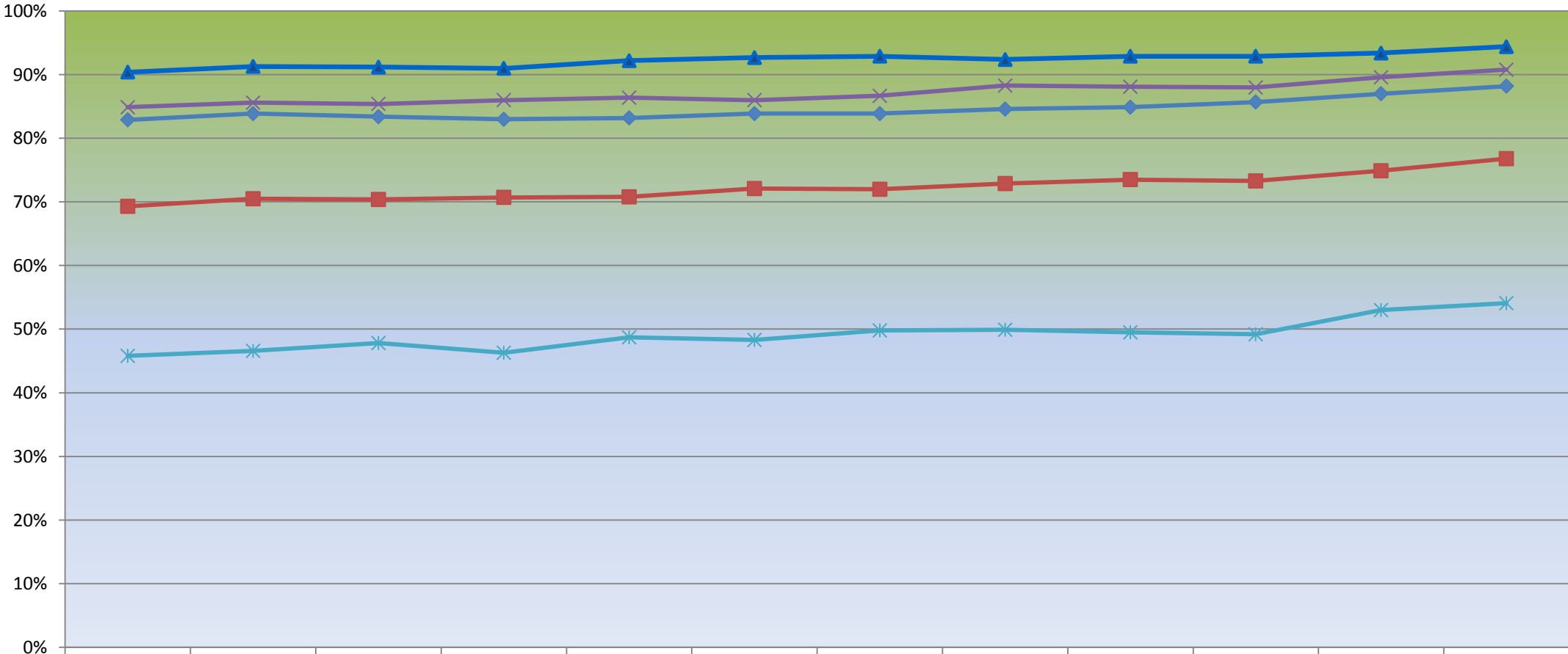
Percentage of YC In-Person Contact Trending 2015



● Metro

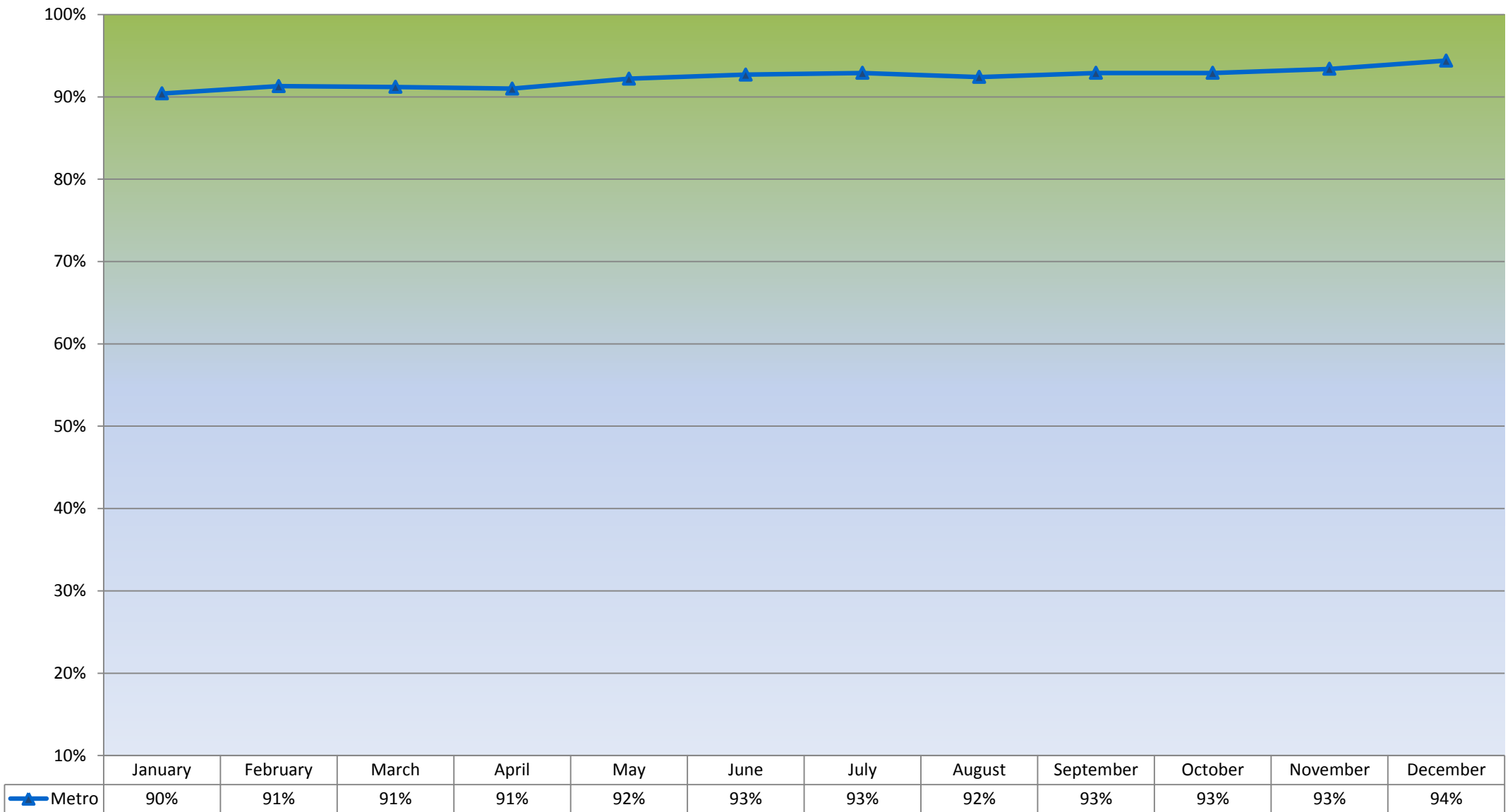
	January	February	March	April	May	June	July	August	September	October	November	December
	85%	90%	86%	88%	88%	85%	86%	85%	88%	92%	86%	88%

Metro RM Percentage Completed Trending 2015

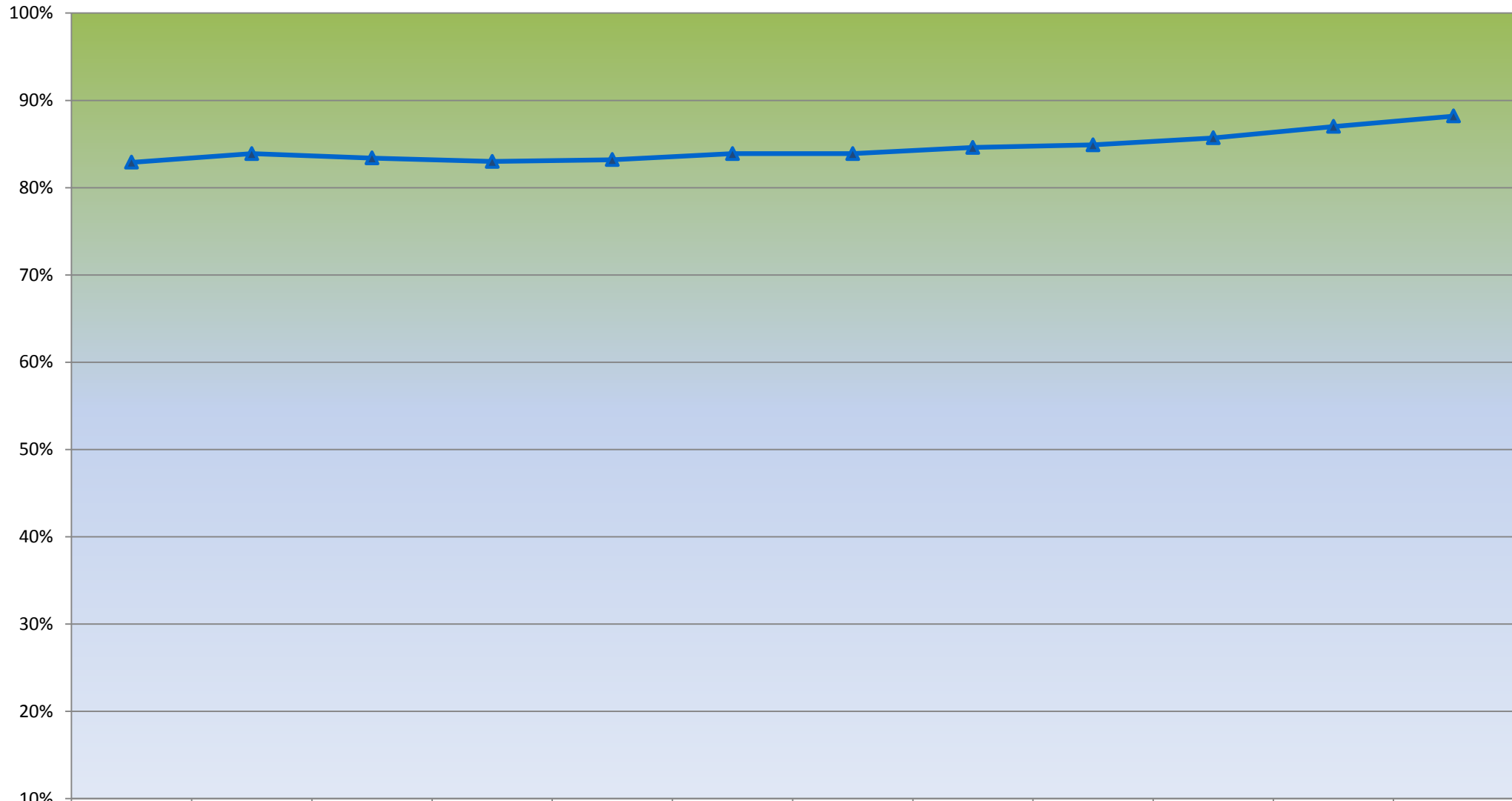


SA Completed	90%	91%	91%	91%	92%	93%	93%	92%	93%	93%	93%	94%
RV Completed	83%	84%	83%	83%	83%	84%	84%	85%	85%	86%	87%	88%
AIS Completed	69%	71%	70%	71%	71%	72%	72%	73%	74%	73%	75%	77%
RA Completed	85%	86%	85%	86%	86%	86%	87%	88%	88%	88%	90%	91%
FCAP Completed	46%	47%	48%	46%	49%	48%	50%	50%	50%	49%	53%	54%

Percentage of Safety Assessments Completed Trending 2015



Percentage of Referral Verifications Completed Trending 2015



▲ Metro

January

February

March

April

May

June

July

August

September

October

November

December

83%

84%

83%

83%

83%

84%

84%

85%

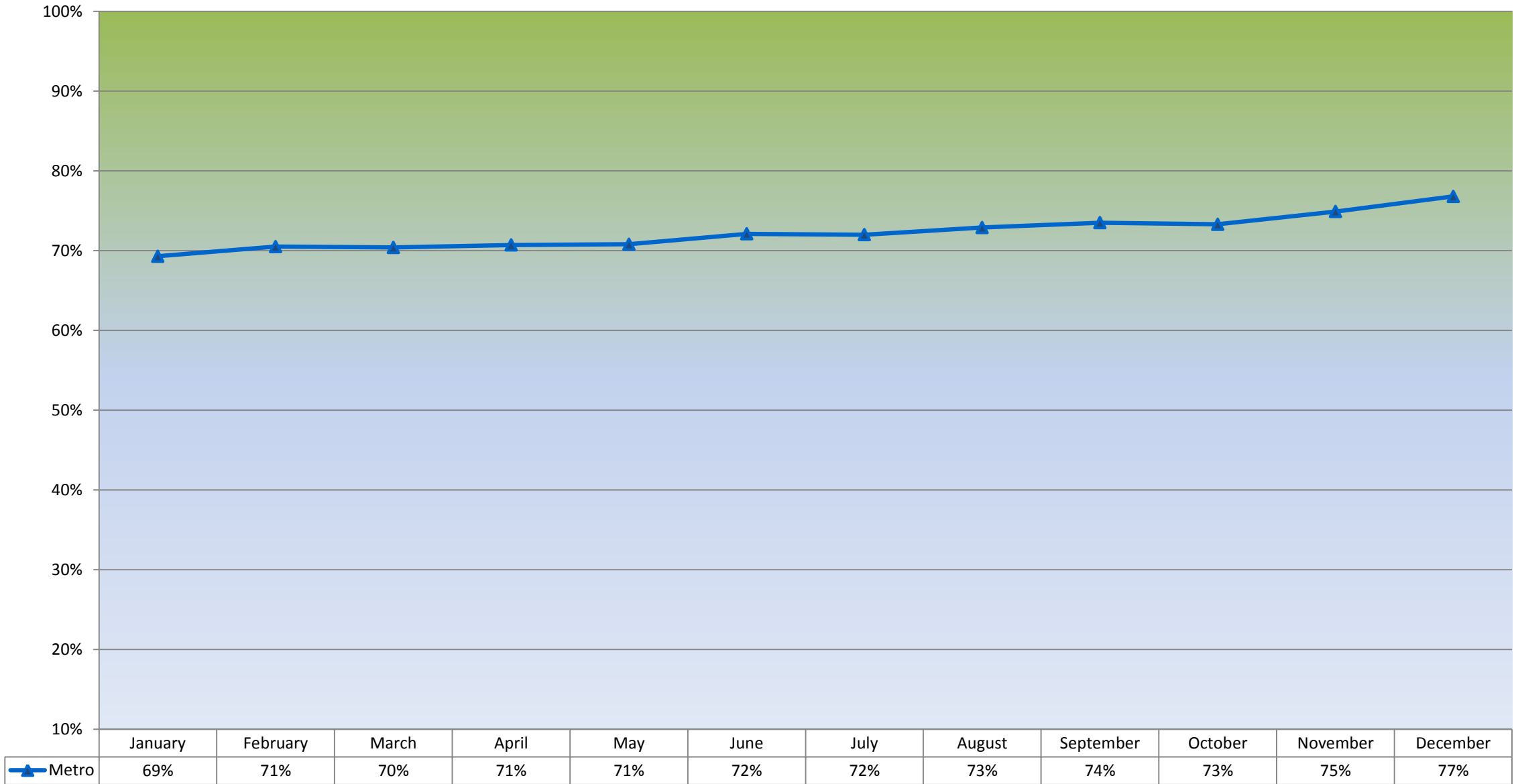
85%

86%

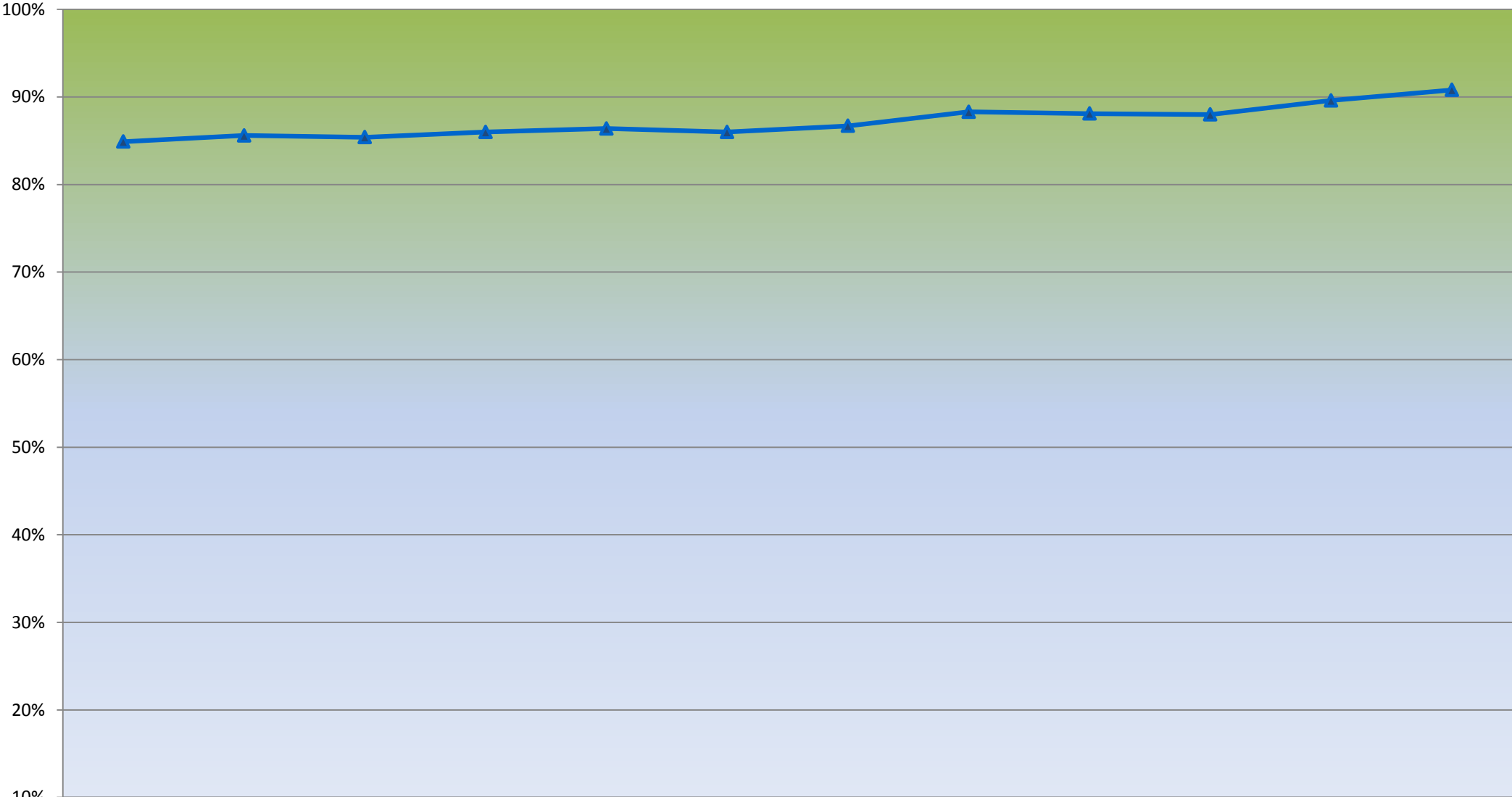
87%

88%

Percentage of Assessment Investigation Summaries Completed Trending 2015



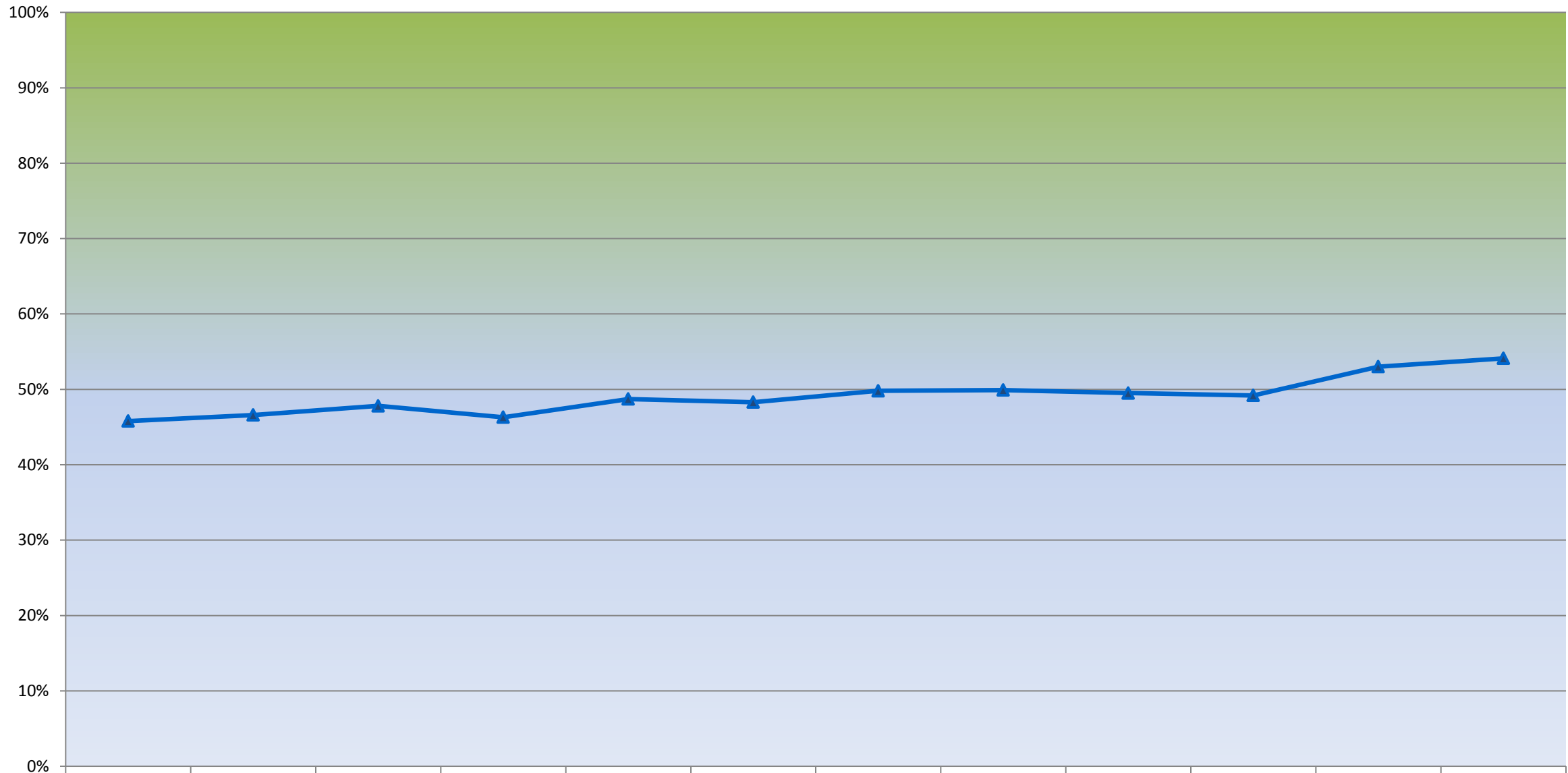
Percentage of Risk Assessments Completed Trending 2015



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January	February	March	April	May	June	July	August	September	October	November	December
85%	86%	85%	86%	86%	86%	87%	88%	88%	88%	90%	91%

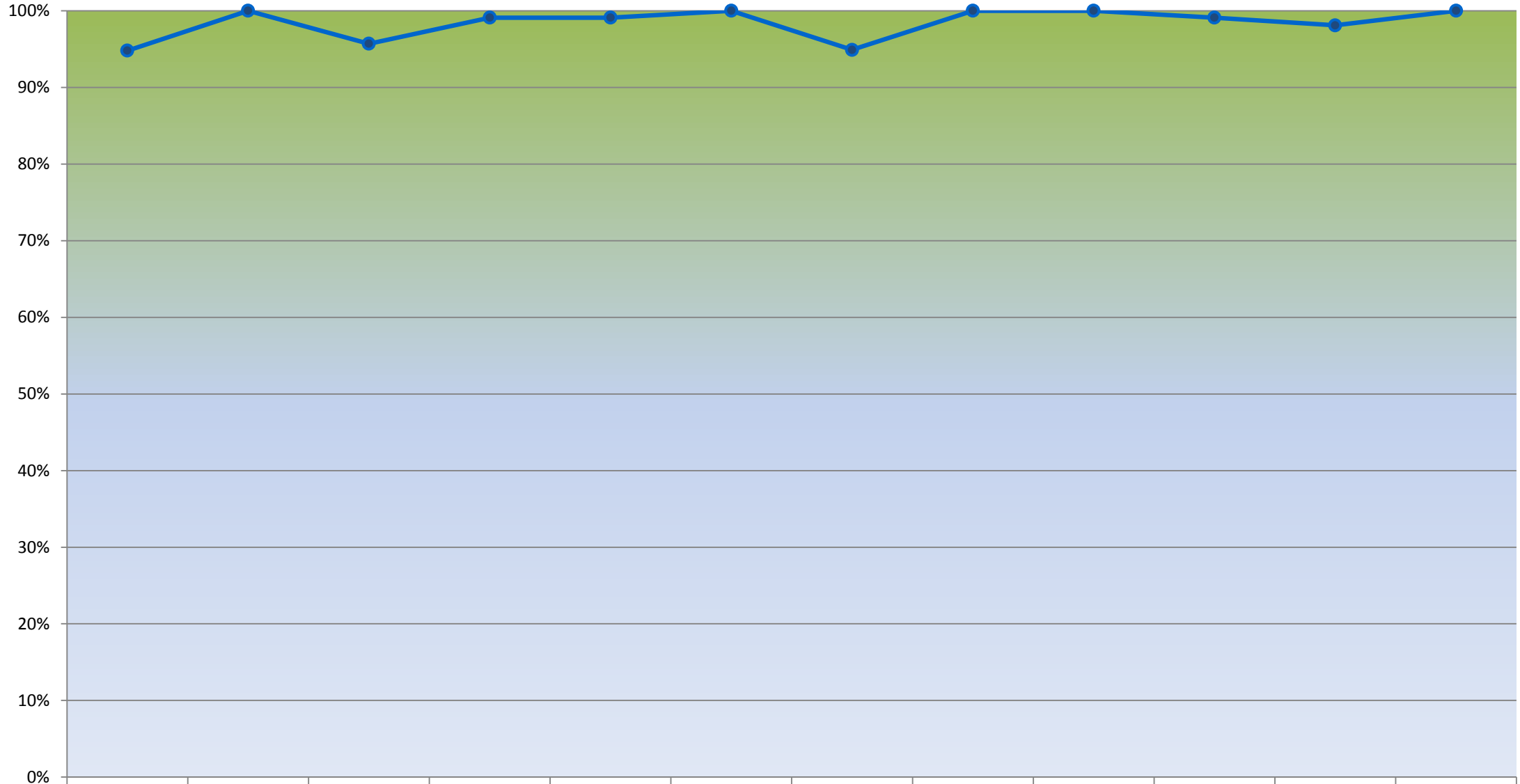
Percentage of Family Centred Action Plans Completed Trending 2015



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January	February	March	April	May	June	July	August	September	October	November	December
46%	47%	48%	46%	49%	48%	50%	50%	50%	49%	53%	54%

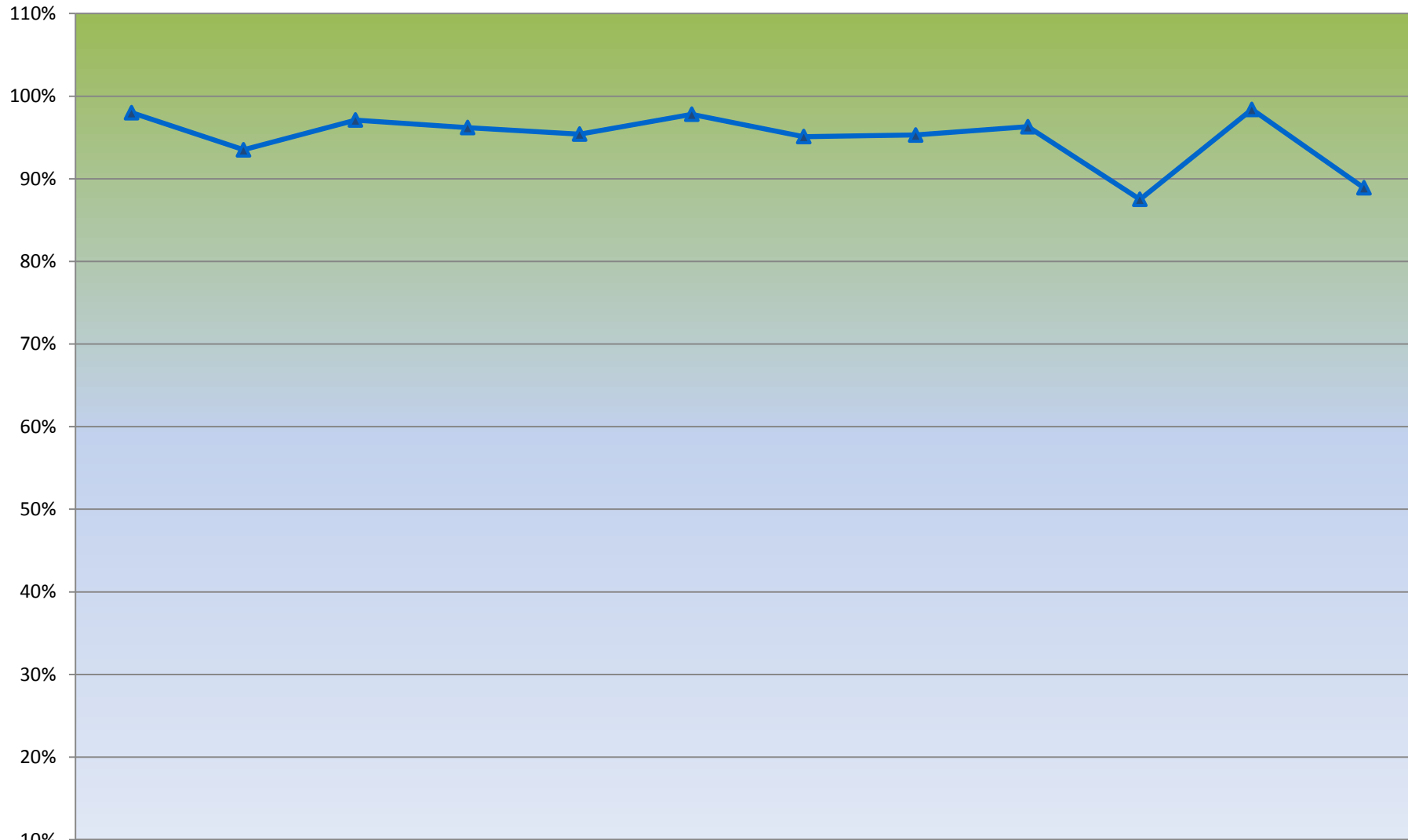
Percentage of Supervisor File Reviews Completed Among Required Trending 2015



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	January	February	March	April	May	June	July	August	September	October	November	December
	95%	100%	96%	99%	99%	100%	95%	100%	100%	99%	98%	100%

Percentage of In Care Monthly Visits Completed Trending 2015



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January	February	March	April	May	June	July	August	September	October	November	December
98%	94%	97%	96%	95%	98%	95%	95%	96%	88%	98%	89%