

## Quality Assurance Indicator Report (June 2017)

	Labrador			Central West			Metro		
Monthly Indicators	May-17	Jun-17		May-17	Jun-17		May-17	Jun-17	
<b>All Programs</b>									
Files assigned to active worker (%)	94.6%	92.4%		99.3%	97.8%		97.9%	97.0%	
<b>Community Youth Corrections</b>									
YLS/CMI complete (%)	41.7%	47.8%		99.1%	97.3%		98.4%	98.4%	
In person contact (%)	90.0%	100.0%		85.6%	86.5%		82.8%	77.6%	
<b>Protective Intervention Program</b>									
Safety Assessments complete (%)	65.3%	67.8%		95.5%	96.3%		93.5%	94.5%	
Referral Verifications complete (%)	53.7%	54.4%		91.9%	91.6%		85.6%	87.5%	
Assessment Investigation Summaries complete (%)	42.3%	42.3%		84.3%	84.1%		73.0%	74.2%	
- Transferred to Protective Intervention (%)	73.4%	72.8%		76.5%	76.5%		71.3%	71.7%	
- Risk Assessments completed (%)	64.8%	64.3%		88.9%	88.8%		91.4%	92.0%	
- Family Centred Action Plans complete (%)	31.5%	32.2%		64.1%	63.9%		52.4%	57.4%	
<b>Supervisor File Reviews</b>									
Completed among Required Reviews (%)	44.2%	57.1%		95.7%	99.3%		100.0%	100.0%	
Quarterly Indicators	Apr-17	May-17	Jun-17	Apr-17	May-17	Jun-17	Apr-17	May-17	Jun-17
<b>Foster Homes</b>									
Foster Home Monthly Visit (%)	58.5%	56.5%	62.3%	92.2%	92.2%	93.3%	90.7%	89.6%	90.8%
Completion of Annual Review Report (%)	34.1%			78.8%			74.4%		
<b>In-Care</b>									
Children In-Care Monthly Visit (%)	60.5%	53.7%	64.9%	97.8%	98.7%	98.9%	96.8%	99.3%	95.5%
<b>Youth Services</b>									
YSAT Complete (%)	100.0%			100.0%			95.2%		
YSA Complete (%)	71.4%			92.7%			100.0%		

## 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.