

Report

QUALITY & OUTCOMES COMMITTEE

Monday, January 21, 2019 at 9:30 a.m.

Attendance:

Chair:	Johann Lewis
Attendees:	Joy McLean, Sharon Elaine Coyle, Kathy Alexander, Jennifer Thrasher, Andrea Dalziel, Karl Flegel, Dawn Flegel, Kim Doyon
Regrets:	Kim Godin
Not in Attendance:	Ahsan Khan, Dawn Stewart
Minute Taker:	Beth Rawson

Heart & Spirit Pilot – Jen Thrasher

Jennifer Thrasher reported that the second pilot project that this agency participated in has now been completed. This is part of the agency's operational plan. The results have been submitted to the Ministry for approval. [View summary here.](#)

The Committee asked that the letter sent in 2016 from the Board be brought forward for review by this Committee.

Review of Purchased Services

Services that the agency purchases were reviewed in preparation for the upcoming budget:

(a) Rebound Transition Classroom – Jen Thrasher

This is a partnership with the Public and Catholic School Boards, Probation Services, Rebound and CAS to provide a high school classroom for young people having difficulty in the school setting. It prepares students to transition back to the mainstream school setting. The Society pays \$25,000 per year - this year, the funds will come from the funds the agency received from the Education Liaison Support through the Ministry of Education. The Committee asked to see information on success markers on a yearly basis.

(b) Walpole Island First Nation – Jen Thrasher

Community Care Worker Service Agreement with WIFN for their staff to provide Kin and Resource services. The agency pays \$40,000 per year for the services. Going well: young people from WIFN are being repatriated back to their families and community – often with other CASs involved and not SLCAS. There have been some worries about the lack of reporting and the nature of the services being provided versus what is in the agreement. The contract is being renegotiated to include measurement and reporting requirements.

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(c) Methadone Clinic – Andrea Dalziel

This is a partnership with Bluewater Methadone Clinic to provide reports for individuals that the Society is working with. The cost for this service has decreased due to a decrease in the number of reports requested. At this time, the Society has moved away from paying a flat fee and is paying a fee per report. It was the recommendation of the Committee to continue purchasing per report.

(d) St. Clair Child & Youth Services – Dawn Flegel

The Society has been purchasing services from St. Clair Child and Youth Services (SCCYS) for several years. Last year, the Society paid \$40,000 to SCCYS. The Society proposes to spend the same amount this year with a change in focus. The proposed focus will be for adolescents: quickly providing services and supports, building success markers and accountability into the agreement. Further work is needed to finalize the agreement and focus. The committee supported continuing to include in the budget \$40,000 for this purpose.

Family Based Care and Huron House Media Release – Dawn Flegel

Dawn Flegel reported that the media release in January 2019 by Huron House Boys' Home (HHBH) was released without the Society's prior knowledge. In the media release, the Society was mentioned, along with St. Clair Child and Youth Services (SCCYS) as being one of the reasons their future is in jeopardy. Dawn stated that the Society's decision to focus on family based care was communicated to HHBH early and often several years ago. The Society has sent a letter to the HHBH Board of Directors in response to this media release.

The Committee asked that Family Based Care (FBC) be added as an agenda item for an upcoming Board Meeting. The purpose is to ensure that Board members have good information about FBC. Committee members indicated they have already been receiving questions about our role with HHBH.

One Vision One Voice – Dawn Flegel

Dawn Flegel presented an overview of the [One Vision One Voice provincial initiative \(attached.\)](#) Wokeyim Adagbor, Protection Worker, then presented on her experience at the recent symposium she attended, All In (attached). The Committee appreciated hearing from Wokeyim regarding her experiences and learning at the symposium.

There was discussion about the recruitment and retention of Black staff in agencies. Johann and Joy shared their knowledge on what is happening with Sarnia Police Services and Education.

Identity Based Data Directive – Andrea Dalziel / Jen Thrasher / Karl Flegel

The Ministry asked for a report by January 31, 2019 on the uptake with the Identify Based Data (IBD) Directive. However, there was a problem with the CPIN report so the request has been delayed. Our uptake has been very low – same with a neighbouring CAS. There is a variety of reasons for this – we are exploring further what they are and how to have a targeted response to increase the percentage.

Volunteer Service Reviews by Q & O Committee – Andrea Dalziel

Andrea Dalziel asked the Committee for input on what type of reports they would like about the

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Volunteer Drive Program now that cost reductions have been made. The Committee would like to continue to receive reports that contain - total spending, trends (report if there is a spike) and types of drives volunteers are doing.

In Camera Session

Three items were discussed in camera. The full Board will be briefed at the January Board meeting.

Next Meeting:

February 11, 2019 at 9:30 a.m.