

Report

QUALITY & OUTCOMES COMMITTEE

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

Attendance:

Chair: Kim Godin

Attendees: Sharon Elaine Coyle, Kathy Alexander, Jennifer Thrasher, Andrea Dalziel, Karl Flegel, Dawn Stewart, Dawn Flegel, Kim Doyon

Regrets: Johann Lewis, Ahsan Khan, Joy McLean, Brynn Pearson

Minute Taker: Beth Rawson

Q3 Director of Services Report– Jennifer Thrasher & Andrea Dalziel

[Attached](#)

Jennifer Thrasher and Andrea Dalziel provided their Service report for the third quarter covering October 1 – December 31, 2018.

Input was sought from Committee members on the Family Support review & considerations. In a political environment where scope and cost reductions are forefront, the agency needs to start thinking and planning for what may happen. Feedback from the Committee included:

- Prevention is very important and avoids more intrusive and intensive intervention later on.
- The CAS may not necessarily need to be the agency providing prevention services – ideally we are working with our community, the First Nations and agencies and providing service in partnership. Ensure we are all giving the same information and messaging.
- We don't want to reduce our supportive services to the extent that it has a negative impact on the progress we've made in keeping children with families, reducing the numbers of children/young people in care and reducing the numbers of children/young people in group care.

Regarding the Resource Department, the Committee wonders if it would be useful to track the number of post permanency breakdowns. This may point to supports that would be useful to avoid breakdowns. We may be able to start tracking some information on breakdowns – it can be difficult because sometimes the breakdowns occur years later. Our focus is providing early and helpful information to post permanency families (adoption & custody).

The report shows a large increase in the number of projected Kinship homes for the fiscal year versus actual numbers (30) - this number will be checked.

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Serious Occurrence Roll Up – Jennifer Thrasher

Jennifer Thrasher gave an overview of the Serious Occurrences reporting process and the annual roll up of themes and next steps. Jennifer's presentation can be [viewed HERE](#).

Group Home Use – Jennifer Thrasher

Jennifer Thrasher shared the good news that this agency now has zero children in group homes. Congratulations were given to the Society and to all involved in making this happen. Discussion occurred on the factors that went into this success.

Heart & Spirit Letter to the Ministry – Dawn Flegel

[The 2016 letter can be viewed HERE.](#)

The Committee has recommended that another letter be sent to the Ministry to support the Heart and Spirit Program. This will be added as an agenda item for the February Board meeting.

Performance Review Process and Compliance Rates –Dawn Flegel

Dawn Flegel reported that we are behind in the annual performance reviews - 20% of annual reviews are up to date. This is an area of focus and the format is changing to make the process less cumbersome and more helpful to staff. Kathy Alexander offered to share the format that her organization uses which has been positively received. Reports back to the Committee on compliance rates will be made every other month.

Next Meeting:

March 18, 2019 at 9:30 a.m.