

# **AGENCY REPORT**

## **CROWN WARD REVIEW**

Version 2.0

**Society Identifier: 51**

**Dates of the Review: 2016-09-26---2016-09-29**

**Lead Reviewer: oliveich**

**Reviewers: waltonpa, shawga, linklali, nailerju, carrieca, pikordo**

**Exit Meeting Date: 2016-09-30**

The following report provides a summary of the results of Crown Ward Reviews. It is based on the following tools:

- Crown Ward Review - Individual Case Report
- Crown Ward Review - Adoption Probation - Individual Case Report

Findings for each tool are presented in relation to:

- Compliance by Requirement;
- Compliance Summary
- Supplementary Information
- Outcome Measures

Colour coding shown on the "Compliance by Requirement" table indicates compliance results according to ranges of achievement:

- Gold for 'full' compliance at 100%;
- Green for 'high' compliance - 75% to 99%;
- Yellow for 'moderate' compliance - 51% to 74%;
- Red for 'low' compliance - 50% or less.

Results related to positive outcomes for children are identified by:

- 'S' for child safety;
- 'P' for permanence;
- 'W' for wellbeing.

## A. CROWN WARD REVIEW

The annual Crown Ward Review (CWR) is undertaken by the Ministry of Children & Youth Services' Child Welfare Review Unit, in co-operation with each child welfare agency and ministry regional offices. The purpose of the review is to determine if the placement, services, educational and social needs of Crown wards in Ontario are being identified and appropriately addressed. The CWR is an accountability mechanism used by the ministry to determine if children's aid societies are undertaking appropriate planning and services for each child reviewed. The review monitors compliance with legislation and requirements related to the care of children.

The objectives of the CWR are:

- To monitor agency compliance with the *Child and Family Services Act* and its requirements in relation to the care of each Crown ward;
- To look for adequate assessment of needs, suitable placement, supporting services, and realistic planning for and with the Crown ward;
- To issue directives regarding non-compliance and to make recommendations concerning service provision in selected specific areas as appropriate;
- Using a strengths-based approach, identify and convey to societies the strengths of service delivery.

## B. PHILOSOPHY AND GUIDING PRINCIPLES

The Crown ward review process is in keeping with the principles identified in child welfare transformation as reflected in the 2006 revisions to the *CFSA*:

- A strengths and outcomes based approach to case planning;
- A recognition of children's need for continuity with family, community and culture;
- A commitment to best practice including a focus on child safety, permanency and wellbeing.

The Crown ward review process supports and promotes:

- Continuous quality improvement;
- Balanced reporting;
- Accountability;
- Transparency;
- An accurate reflection of CAS performance.

The Crown ward review process is part of a continuous quality improvement cycle with the expectation being that, over time, societies will strive to improve performance from one review to the next using the information collected from each review.

The CWR findings are based on the review of society files. In complex and/or high-risk cases, society caseworkers and managers may also be consulted. Each case file is reviewed in the year following 24 months of successive Crown wardship and every year after that.

## PROFILE OF CROWN WARDS

Table 1 provides a summary description of the children and youth reviewed with the CWR tool.

**Table 1 CWR Child Profile**

CWR CHILD PROFILE		
<b>Total Crown wards reviewed</b>	67	
<b>Gender</b>	49.3% female 50.7% male	
<b>Age at time of review</b>	Average age: 14.0 # of children per age range o 0-9 years: 7 o 10-12 years: 18 o 13-17 years: 42	
<b>Current placement type</b>	<b>Placement Type</b>	<b>%</b>
	Family Based: 58	86.6%
	Group: 4	6.0%
	CMHC: 0	0.0%
	Independence: 5	7.5%
	Other: 0	0.0%
	Unapproved: 0	0.0%
<b>Indian and native children/youth with status or eligible for status<sup>1</sup></b>	10 or 14.9% of total Crown wards	
<b>Children with prior admissions to care</b>	30 or 44.8% of total Crown wards	
<b>Average # of previous admissions to care</b>	2.3	

<sup>1</sup> Children registered or entitled to be registered as an Indian or a native person.

## FINDINGS

### Compliance by Requirement/Directive

Table 2 shows agency compliance performance regarding the requirements reviewed with the CWR tool.

**Table 2 CWR Agency Compliance by Requirement/Directive**

<b>CWR AGENCY COMPLIANCE BY REQUIREMENT/DIRECTIVE</b>				
<b>REQUIREMENTS</b>	<b># of eligible files</b>	<b># files meeting requirements</b>	<b>% Compliance</b>	<b>Outcome</b>
<b>Indian/Native Children &amp; Youth</b>				
Child/youth provided with the opportunity to have contact with their home community, family and/or extended family, band, or other native community	10	10	100.0%	W
Efforts have been made to place the child with a member of the child's extended family, a member of the child's band or native community or another Indian or native family	3	3	100.0%	P
Band/native community notified re child welfare legal proceedings	0	0	N/A	
Band/native community notified re placement change	2	2	100.0%	
Written notice provided to the band/native community at least 10 days prior to the removal or child from placement	0	0	N/A	W
<b>CHILD SAFETY</b>				
Kinship Care Home designated as Place of Safety when child placed prior to approval	0	0	N/A	S
Home designated Place of Safety for 60 days or less	0	0	N/A	S
Place of Safety requirements met	0	0	N/A	S
<b>PERMANENCY</b>				
Permanency plan reflects exploration of options	67	34	50.7%	P
Notify foster parents of child removal	0	0	N/A	
<b>WELL-BEING</b>				
<b>Caseworker Contact</b>				
Seven day visit	15	14	93.3%	W
30 day visit	17	14	82.4%	W
Three month visit	67	64	95.5%	W
Review of rights & responsibilities upon admission to placement	17	13	76.5%	W
<b>Planning Requirements - OnLAC Dimensions</b>				
All OnLAC dimensions addressed in Plan of Care re:	67	47	70.1%	W
a) Health	67	58	86.6%	
b) Education	67	60	89.6%	



<b>CWR AGENCY COMPLIANCE BY REQUIREMENT/DIRECTIVE</b>				
<b>REQUIREMENTS</b>	<b># of eligible files</b>	<b># files meeting requirements</b>	<b>% Compliance</b>	<b>Outcome</b>
c) Identity	67	61	91.0%	
d) Social and Family Relationships	67	62	92.5%	
e) Social Presentation	67	64	95.5%	
f) Emotional and Behavioural	67	57	85.1%	
g) Self-Care Skills	67	61	91.0%	
<b>Planning Requirements - Development</b>				
Development of Plans of Care	67	63	94.0%	W
a) Tasks realistic & achievable	67	65	97.0%	
b) Tasks support achievement of goal	67	55	82.1%	
c) Tasks specific & measureable	67	55	82.1%	
d) Target dates evident	67	61	91.0%	
e) Individuals identified for completing tasks	67	65	97.0%	
f) Recommendations of assessments integrated into plans of care	32	25	78.1%	
g) Reasons for failure to obtain specialized consultation and/or treatment and supports for the child within the specified timeframe	7	1	14.3%	
h) Child participated in planning	54	53	98.1%	
i) Significant others participated in planning as required/appropriate	60	60	100.0%	
j) Reasons for significant others not participating in planning documented	1	0	0.0%	
k) AAR/OnLAC used to develop plans of care	67	32	47.8%	
<b>Planning Requirements - Timely Completion</b>				
Timely completion plan of care				
30 Day	14	11	78.6%	W
Three months	12	8	66.7%	W
First six month	7	7	100.0%	W
Six month plan of care #1	62	41	66.1%	W
Six month plan of care #2	47	30	63.8%	W
AAR annual update completed within the required time frame	67	62	92.5%	W
<b>Social History Requirements</b>				
Social history on file	67	67	100.0%	W
Current social history update	67	60	89.6%	W
Required content of social history	67	67	100.0%	W
a) Child's history prior to care including birth history	67	67	100.0%	
b) Reason for admission and CW & history of court involvement	67	65	97.0%	

<b>CWR AGENCY COMPLIANCE BY REQUIREMENT/DIRECTIVE</b>				
<b>REQUIREMENTS</b>	<b># of eligible files</b>	<b># files meeting requirements</b>	<b>% Compliance</b>	<b>Outcome</b>
c) Information about parents, siblings, extended family	67	67	100.0%	
d) Current family relationships functioning including information about access	67	61	91.0%	
e) Child's health	67	67	100.0%	
f) Child's physical and emotional development	67	66	98.5%	
g) Child's personality and behaviour	67	66	98.5%	
h) Child's academic history	67	62	92.5%	
i) Child's separation and placement history	67	67	100.0%	
j) Child's strengths, talents and interests	67	67	100.0%	
<b>Medical &amp; Dental Requirements</b>				
Annual medical	67	48	71.6%	W
Annual dental	67	60	89.6%	W

### Compliance Summary

Table 3 provides a summary of compliance in relation to the ranges of full, high, moderate, and low compliance.

**Table 3 CWR Compliance Summary**

<b>CWR COMPLIANCE SUMMARY</b>	
<b>Compliance Performance</b>	<b>Percentage of Total Requirements</b>
Full	28.6%
High	42.9%
Moderate	28.6%
Low	0.0%

### Supplementary Information

Supplementary information re: findings related to outcomes as well as the number of directives to review of file by senior management or program supervisor and other is shown in Table 4.

Table 4 CWR Supplementary Information

CWR SUPPLEMENTARY INFORMATION				
CROWN WARD REVIEW	# of eligible files	Actual #	%	Outcome
<b>Indian &amp; Native Children &amp; Youth</b>				
Child has Band membership	16	10	62.5%	
Child/youth provided with opportunity for native services and programming	16	15	93.8%	W
<b>Safety</b>				
Protection concerns verified in the past 12 months <sup>2</sup>	67	0	100.0%	S
Protection/safety concerns addressed in documentation	5	3	60.0%	S
Children/youth identified as high risk <sup>3</sup>	67	13	80.6%	W
High risk children requiring follow-up <sup>4</sup>	13	0	100.0%	S
Verified abuse/maltreatment occurred with:				
Current placement caregiver	0	0	N/A	
Current respite caregivers	0	0	N/A	
Past placement caregivers	0	0	N/A	
Natural family or kin	0	0	N/A	
Community caregiver	0	0	N/A	
No perpetrator identified	0	0	N/A	
Cannot determine	0	0	N/A	
Other	0	0	N/A	
<b>Permanency</b>				
Permanency plan addresses efforts to secure enduring relationships	67	67	100.0%	P
Post-care planning for transitional aged youth 17+	14	6	42.9%	P
Adult developmental services planning for youth 16+	7	6	85.7%	P
Average number of placements per child/youth since most recent admission		3.3		
Average number of placements per child/youth since Crown Wardship		2.4		
Average placement duration since Crown wardship		53.1 months		
Documented issues with access addressed	26	19	73.1%	P
<b>Well-Being: Child's Special Needs</b>				
Children/youth diagnosed with a special need	67	51	76.1%	
Percentage of children diagnosed with a special need				
Medical		15	29.4%	
Developmental		28	54.9%	
Psychological/Psychiatric		43	84.3%	

<sup>2</sup> This area is based on an ideal rating of 0%. The percentage shown is inverted in order to ensure correct representation in the Outcome bar graph - Figure 1.

<sup>3</sup> This area is based on an ideal rating of 0%. The percentage shown is inverted in order to ensure correct representation in the Outcome bar graph - Figure 1.

<sup>4</sup> This area is based on an ideal rating of 0%. The percentage shown is inverted in order to ensure correct representation in the Outcome bar graph - Figure 1.



CWR SUPPLEMENTARY INFORMATION				
CROWN WARD REVIEW	# of eligible files	Actual #	%	Outcome
<b>Well-Being: Child's Behaviour</b>				
Children identified with clinically significant behavioural difficulties	67	37	55.2%	
Top 3 behavioural issues:				
#1 most frequent behaviour: Physical assaultive/aggressive behaviour		18	48.6%	
#2 most frequent behaviour: Disrespectful – defiant, noncompliant, rude		17	45.9%	
#3 most frequent behaviour: Intermittent explosive episodes/tantrums		14	37.8%	
<b>Well-Being: Treatment Services</b>				
Child received/completed treatment relevant to development, special needs or behavioural issues in the past 12 months	54	48	88.9%	W
Top 3 services provided:				
#1 most frequent service: Therapist/Counsellor		29	53.7%	
#2 most frequent service: Specialized school supports		21	38.9%	
#3 most frequent service: Recreational activities/programming		19	35.2%	
Children prescribed psychotropic medication	67	42	62.7%	
<b>Well-Being: Education</b>				
School-aged children registered in a school program	67	67	100.0%	W
Children/youth with an RESP	67	65	97.0%	
IPRC exceptional designation	33	28	84.8%	
Children provided with an IEP	67	42	62.7%	
Appropriate planning for new academic placement to ensure smooth transition	16	14	87.5%	W
Children provided with additional supports, services, or programming within the school setting	41	38	92.7%	W
Children experiencing progress at the elementary level (i.e., progressing well or progressing with difficulty)	32	31	96.9%	W
Youth experiencing progress (including some progress) at the secondary level	34	32	94.1%	W
<b>Well-Being: Caseworker Continuity &amp; Contact</b>				
Caseworker change in the past 12 months <sup>5</sup>	67	25	62.7%	W
Average number of caseworkers since the child's admission to care		5.5		
Average number of face to face contacts in the past 12 months		11.4		
Efforts to ensure visits with children placed outside of Ontario	3	2	66.7%	W
<b>Well-Being: Case Planning</b>				
Plan of care reviewed for material change	0	0	N/A	W

<sup>5</sup> This area is based on an ideal rating of 0%. The percentage shown is inverted in order to ensure correct representation in the Outcome bar graph - Figure 1.

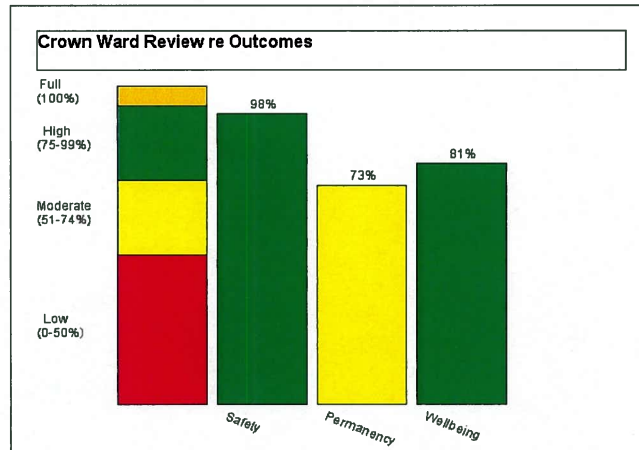


<b>CWR SUPPLEMENTARY INFORMATION</b>				
<b>CROWN WARD REVIEW</b>	<b># of eligible files</b>	<b>Actual #</b>	<b>%</b>	<b>Outcome</b>
<b>OCBE activity funds utilized</b>	67	62	92.5%	W
<b>OCBE Savings Program addressed in planning</b>	34	10	29.4%	W
<b>Plan of Care Implementation</b>	67	40	59.7%	W
<b>Health</b>	67	51	76.1%	
<b>Education</b>	67	52	77.6%	
<b>Identity</b>	67	55	82.1%	
<b>Social and Family Relationships</b>	67	59	88.1%	
<b>Social Presentation</b>	67	57	85.1%	
<b>Emotional and Behavioural</b>	67	53	79.1%	
<b>Self-Care Skills</b>	67	55	82.1%	
<b>Timely completion of supervisory endorsement of plans of care</b>	64	16	25.0%	W
<b>Other</b>				
<b>Review of file by senior management</b>	67	0	0.0%	
<b>Review of file by program supervisor</b>	67	0	0.0%	
<b>Other (directive)</b>	67	2	3.0%	

## Outcome Measures

The figure below provides a summary of agency performance for Crown wards in relation to child safety, permanency and wellbeing.

**Figure 1 Crown Ward Review re Findings Related to Outcomes**



## Service User Feedback

- 26 Crown Ward Questionnaires completed
- 0 interviews requested
- 0 interviews completed

Table 5 provides a summary of responses to selected questions from the Crown Ward Questionnaire.

**Table 5 Crown Ward Questionnaire - Key Responses**

CROWN WARD QUESTIONNAIRE - KEY RESPONSES			
Q1. Do you feel valued and a part of this home?	Question not answered	0	0.0%
	Yes	22	84.6%
	No	1	3.8%
	Not sure	1	3.8%
	Sometimes	2	7.7%
Q2. Do you feel that you are getting enough help with school?	Question not answered	3	11.5%
	Yes	22	84.6%
	No	1	3.8%

CROWN WARD QUESTIONNAIRE - KEY RESPONSES			
<b>Q3. Besides school, are you involved in any other activities such as:</b>	Question not answered	7	26.9%
	Games	8	
	Sports	9	
	Brownies/Guides	1	
	Cubs/Scouts	0	
	Gym	5	
	Music	1	
	Art	3	
	Cadets	0	
	Hobbies	6	
	Camp	3	
	Dance	1	
	Drama	0	
	Craft classes	4	
	Youth groups	5	
	Cultural	2	
	Religious	3	
	Martial Arts	0	
	After school programs	4	
	Boys and Girls clubs	1	
	Other	4	
<b>Q4. Does your caseworker:</b>	Question not answered	1	3.8%
	See you alone?	23	
	Help if you have problems with your placement?	21	
	Talk about why you are in care?	21	
	Talk to you about school?	22	
	Talk to you about visits with your family?	19	
	Talk to you about rights and responsibilities?	23	
	Talk about supports available to you at the age of 18?	16	
<b>Q5. Do you trust your caseworker?</b>	Question not answered	0	0.0%
	Yes	22	84.6%
	No	1	3.8%
	Not sure	3	11.5%
<b>Q6. Is there anything you would like to change about your visits?</b>	Question not answered	2	7.7%
	Yes	4	15.4%
	More often	2	
	Longer	0	
	Overnight	0	
	Unsupervised	0	
	Different location	0	
	To not have visits	0	
	Other	2	
	No	20	76.9%



CROWN WARD QUESTIONNAIRE - KEY RESPONSES			
<b>Q7. Do you know why you came into care?</b>	Question not answered	2	7.7%
	Yes	20	76.9%
	No	2	7.7%
	Not sure	2	7.7%
<b>Q8. What is your wish for the future?</b>	Question not answered	3	11.5%
	Stay where you are currently living	9	
	Live elsewhere	5	
	To be adopted by the family you live with	3	
	To be adopted by a different family	0	
	Return to your family	4	
	Get an education	10	
	Get a job and live on your own	9	
<b>Q9. If you could make being in care better, what would you change?</b>	Question not answered	9	34.6%
	Change nothing/everything is fine	3	11.5%
	Other	14	53.8%

**Table 6 CHILD/YOUTH COMMENT SUMMARY**

CHILD/YOUTH COMMENT SUMMARY	
<b>Other activities</b>	swimming membership
	running group
	Other: "evergreen" (Evergreen Youth Centre)
	cheerleading
<b>Other changes to visits</b>	Although a "Yes" answer was given, the Comment area was left blank.
	spread the visits out in the month but keeping it in the same month

## CHILD/YOUTH COMMENT SUMMARY

### Changes to being in care

About their caregiver: "She cooks, she's nice to me, she does stuff for me, I get my allowance, she helps me be happy when I am sad"

About trusting their caregiver: "Because that is the only person I trust and if I have any problems I talk to her"

My wish for the future is "anything good".

Make being in care better by - just do what you gotta do, up to whoever wants change.

How do your caregivers show they care about you? "They look for me when I go 'missing'."

I would make being in care better by - "later curfews".

My caregivers show they love me by: help me to do my work, give me toys, say I love you, tuck me in, say prayers together, feed me good, give lots of hugs and kisses.

Help with school - Nana helps me lots. I love her and she loves me.

If I have issues or concerns I can talk to my counsellor at the Children's Centre.

My caseworker is good to me and I know she cares about me.

If I could make being in care better - children could be with a family member for a guardian.

I would like to stay with nana and be adopted by her.

"I love it the way it is."

"i don't know what I would change, its pretty good".

"IDK" i don't know

"having not to be the youngest"

" If I could make being in care better I'd make sure everyone's voice got heard and just understand what people want. Also include foster kids in more events."

The end of the world.

Other comments:

3. How do your caregivers show they care about you?  
"tell me, take us on holidays when they go say they love us"
8. Do you trust your caseworker?  
"she has been honest with me"

3. How do your caregivers show they care about you?  
"they tell me they Love me take us on trips never go to respite (respite)"
8. Do you trust your caseworker?  
"always there whed (when) need her. I trust her."

Other comments-

3. How do your caregivers show they care about you?  
"They feed [me], they buy me clothes and take me to see my mom"

11. Do you know why you came into care...?  
Answered "No" but left Comment section blank.

**CHILD/YOUTH COMMENT SUMMARY**

Other comments:

3. How do your caregivers show they care about you?  
"They say I Love you"

8. Do you trust your caseworker? [Yes.]  
Why? Comment section left blank.

11. Do you know why you came into care....?  
Answered "No" but left Comment section blank.

"- not get bitched at as much  
- more freedom - like being able to sleep out @ friends  
- be able to have free time + be free"  
(completed in May before transition to independent living)

How caregivers show they care:  
teach me how to cook, get me nice clothes; tell me that they love me  
Reason they trust caseworker:  
buys me milkshakes and apple pie  
Participating in plan of care not helpful as it worries him.

At this time could not think of anything.  
Trust Caseworker:  
because she is always able to listen to what I have to say

Trust Caseworker: Not Sure  
Just started as my worker

To get little more money for outing with prime worker  
Understand why he came into care:  
Waiting til he can understand better.

500\$ a month allowance  
Get enough help with school:  
I HATE SCHOOOOOOOL!!!



## C. CROWN WARD REVIEW - ADOPTION PROBATION

The files of children placed on Adoption Probation are reviewed with the Crown Ward Review Adoption Probation (CWR AP) tool if they have been Crown wards for more than 24 months.

### PROFILE OF CROWN WARDS ON ADOPTION PROBATION

A total of 5 children were reviewed:

- 1 Male
- 4 Females

A total of 0 children or 0.0% were identified as registered or entitled to be registered as an Indian or the child is being served by Dilico Ojibway Child & Family Services.

### FINDINGS

#### Compliance by Requirement/Directive

Table 7 shows agency compliance performance regarding the requirements reviewed with the CWR-AP tool.

**Table 7 CWR - AP Agency Compliance by Requirement/Directive**

CWR - AP AGENCY COMPLIANCE BY REQUIREMENT/DIRECTIVE				
REQUIREMENTS	# of eligible files	# files meeting requirements	% Compliance	Outcome
Pre-placement visit	2	2	100.0%	W
Review of AAR prior to placement	0	0	N/A	W
Registration of Placement on file	2	2	100.0%	P
Supplement to Registration of Placement on file	2	2	100.0%	P
Acknowledgement of Adoption on file	0	0	N/A	P
Statement of Live Birth filed	5	5	100.0%	P
Post adoption services addressed	5	0	0.0%	W
Child participated in plan	2	2	100.0%	W
Life book prepared	5	5	100.0%	W
Non-identifying information social/medical history given to adoptive parents	5	5	100.0%	W
Recording requirements				
All OnLAC dimensions addressed in recording	4	4	100.0%	W
30 day recording	3	3	100.0%	W
3 month recording	3	3	100.0%	W
6 month recording	4	4	100.0%	W

CWR - AP AGENCY COMPLIANCE BY REQUIREMENT/DIRECTIVE				
REQUIREMENTS	# of eligible files	# files meeting requirements	% Compliance	Outcome
<b>Timely completion of recording</b>				
30 days	0	0	N/A	W
3 month	0	0	N/A	W
First six months	3	3	100.0%	W
Six month plan of care #1	3	3	100.0%	W
Six month plan of care #2	3	3	100.0%	W
<b>Indian &amp; Native requirements</b>				
Indian/native person, Band/native community given 60 days notice re adoption	0	0	N/A	P
Where child's Band or native community submitted its own plan, the society considered the plan	0	0	N/A	P
<b>Social history requirements</b>				
Social history of child on file	5	5	100.0%	W
Medical history of child on file	5	5	100.0%	W
Social/Medical history of birth mother on file	5	5	100.0%	W
Social/Medical history of birth father on file	5	5	100.0%	W
<b>Contact requirements</b>				
30 day visit	0	0	N/A	W
3 month visit	3	3	100.0%	W

### Compliance Summary

Table 8 provides a summary of compliance in relation to the ranges of full, high, moderate, and low compliance.

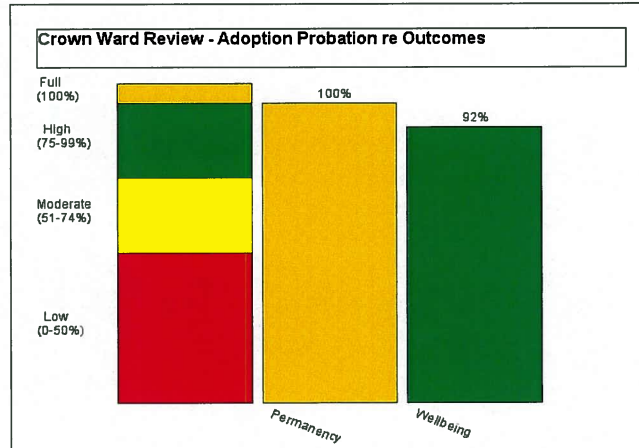
**Table 8 CWR - AP Compliance Summary**

CWR - AP COMPLIANCE SUMMARY	
Compliance Performance	Percentage of Total Requirements
Full	95.0%
High	0.0%
Moderate	0.0%
Low	5.0%

## Outcome Measures

The figure below provides a summary of agency performance regarding requirements for Crown wards on Adoption Probation in relation to permanency and wellbeing.

**Figure 2 CWR AP Agency Performance re Findings Related to Outcomes**



## Supplementary Information

Supplementary information re: findings related to outcomes is shown in Table 9.

**Table 9 CWR - AP Supplementary Information**

CWR - AP SUPPLEMENTARY INFORMATION				
CROWN WARD REVIEW - ADOPTION PROBATION	# of eligible files	Actual #	%	Outcome
Review of file by senior management	5	0	0.0%	
Review of file by program supervisor	5	0	0.0%	
Other (directive)	5	0	0.0%	
Average length of adoption probation at time of review		21.4 months		
Average number of supervisory visits since placement		16.2		