

Hayes, Dana GCPE:EX

From: Zilkie, Heidi GCPE:EX
Sent: Thursday, October 9, 2014 3:41 PM
To: Johnson, Sheldon GCPE:EX; Johnston, Karen GCPE:EX
Subject: RE: Van Sun media request - Rob Shaw

Updated media response below:

Reporter/outlet: Rob Shaw, Vancouver Sun

Questions:

1. If you can send me background on how the rep's budget numbers are wrong, that'd be great.
2. I'm not going to use the minister's line about a 36% increase since 2004/05 because that's not the timeline the rep is using, so I'd be comparing apples and oranges. Since 2008 fiscal year please, and a breakdown of how the budget has increased if you remove shared services, etc.
3. Also requested information regarding ministry reporting.

Suggested Response:

Budget:

- It's important to understand that between 2008 and 2013 – government restructuring resulted in some ministry functions, and their budgets, being transferred to other ministries.
- To be clear, the budgets for these and other functions were not reduced, but simply transferred out of MCFD's overall budget.
- In regards to the RCY's \$100 M reduction figure (including inflation), I was also interested in the rationale used by the RCY and I asked my Chief Financial Officer to figure out exactly how the Representative came up with this number.
- Even accounting for inflation, according to the Bank of Canada, the inflation rate for the period in question based on the RCY's \$37 M figure would only equal \$40.5 M, or an average inflation rate of 1.41 per cent.
- Since 2008, the base budget for MCFD has increase by **\$47.7 M**. This includes an additional \$5 million to address caseloads, \$6.1 M for the Early Years Strategy, and close to a million for the Provincial Office of Domestic Violence.
- During that same period, MCFD transferred out some services to Shared Service BC (\$69.2M), \$0.5M went to MARR for the transfer of positions associated *with Aboriginal governance*, and a 3.8M decrease due to funds being transferred to the Public Service Agency (for employee benefits).

Reporting:

- The Performance Management Report is the most comprehensive report this ministry has ever produced.
- B.C. joins a handful of jurisdictions that are producing this level of child welfare reporting.
- Where previous reports showed provincial-level information only, this one looks at detailed local-level information on services delivered to approximately 155,000 children, teens and families each year.
- We will continue to look for ways to improve our reporting. This is a concrete step forward in reporting out publicly beyond the reach of an annual service plan.

- Link to the Performance Management Reports is here:
http://www.mcf.gov.bc.ca/about_us/performance_management.htm

Hayes, Dana GCPE:EX

From: Lowe, Sonia GCPE:EX
Sent: Thursday, October 9, 2014 10:48 AM
To: Reddy, Brandon CFD:EX; Johnston, Karen GCPE:EX; Lauvaas, Kirsten GCPE:EX; Sieben, Mark MCF:EX; Johnson, Sheldon GCPE:EX; Lalari, Terry MCF:EX; Richmond, Valerie D MCF:EX; Klingmann, Erin A GCPE:EX; Southern, Evan PREM:EX; Fraser, John Paul GCPE:EX; van Marum, Karen GCPE:EX; Gleeson, Kelly T GCPE:EX; Lo, Mary GCPE:EX; Gordon, Matt GCPE:EX; Bains, Parm GCPE:EX; Bajwa, Pavan GCPE:EX; Lowe, Sonia GCPE:EX
Subject: RCY report summary and Qs

METL:

Over 6 yrs, 22 reports 148 recommendations. Serious careful examination. Recommendation covered in doc are necessary to ensure best possible outcomes. Report tracks progress. Overall finding is 72 percent have been implemented. Not good enough. Talking about kids. Some recommendations that have least action are the most important. My 9 have been ignored.

Call for property strategic action plan.
Plan has not worked. Gov can on tell us they've helped 72 families.

Supports for mentally ill children. None to little action.

Aboriginal children in youth. no effective x gov strategy.

Domestic violence plan. Long on generalities short on resources. No movement in domestic violence courts. No new money.

Time to reevaluate focus from debt and def reduction.

Budget for MCFD is 100 mill lower than 2008.

New zealand report, ideas are transferable. BC cant afford to be beset by poverty. Divide in income equality. Difficult work. Applaud those on front line. Time for gov to use this as an excuse.

Qs:
Less money in budget. Root cause?
MCFD budget impossible to do work in 5 areas. Hiring freeze. Shortage of ppl. About leadership and resources.

What is most serious recommendation?
Child and youth w mental health issues. Not uncommon for kid to die when on wait list.

100 mill isn't much of total budget. Strong enough minister to advocate for these changes?
Ppl are not able to do work-staff shortages. In terms of minister, tell us what you're asking for. Leadership responsibility. I'm indp, non partisan officer. Won't have skilled labour force if we keep on this track. 1 of 2 provinces that doesn't have poverty strategy.

Main recommend go beyond just those in care?

Broader issues but important because all underlying probs. Not just on MCFD, other govs have cross gov commitment. No committee. Needs to come back.

What's the next move?

Public asks us to produce report and status of recommendations, back to select standing committee. Can't compel them to make changes.

What proportion of kids in BC are affected by these issues?

Ex. 6000 complaints for domestic violence kids in the home.

1 in 5 deal w mental health. not getting there.

Keep talking about job shortages..how does that play into this?

In order to get there, we need to address these issues. Econ and social policy go hand in hand. Shortsighted.

Of the 7 gov has disregarded..what's your top one?

Child poverty but core related to mental health, domestic violence. Social cohesion and rising inequality. Gov can do better. Need X gov strat.

What would it take to get to level of staffing that you'd be happy with?

Put this to minister. Say "were confident we've got enough to do work". I don't think so. Calling me saying "I can do this job". Ministry has to do the ask. Do not accept status quo.

Who is responsible for mental health? No one. Contrary messages from x-gov. Need minister of state for mental health.

Need to come from top?

Obviously- need clear leadership. Deteriorate so quickly can be prevented. Costs of waiting are large.

Hayes, Dana GCPE:EX

From: McCray, Lindsay GCPE:EX
Sent: Thursday, October 9, 2014 11:07 AM
To: Johnson, Sheldon GCPE:EX
Cc: Mulholland, Lauren GCPE:EX; Schollen, Tasha GCPE:EX
Subject: Updated IN
Attachments: IN_RCY recommendations_Oct 9 2014_FINAL1050.docx

With more information on Max and Kaitlyn rec #7.

Lindsay

Lindsay McCray
Public Affairs Officer
Government Communications & Public Engagement
Ministry of Justice
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REPRESENTATIVE FOR CHILDREN AND YOUTH

PROGRESS ON RECOMMENDATIONS

MANDATE: Public safety

VALUE: The safety of vulnerable British Columbians is a top priority for this government.

TOP MESSAGES:

- We have made significant progress on the Representative's recommendations to date.
- Our government recognizes the devastating impact of domestic violence on families and communities and is taking steps to ensure women and children are protected when domestic violence occurs.
- There are currently five B.C. communities with distinct specialized domestic violence court processes: Nanaimo, Duncan, Kelowna, Penticton and Kamloops.
- We have developed a framework for domestic violence courts as part of our Provincial Domestic Violence Plan that provides guidance on best practices for specialized domestic violence court processes in B.C.
- The new framework will help communities develop effective support systems if, or when, domestic violence court processes are implemented.
- The framework will form part of the Provincial Strategy for Specialized Courts – an evidence-based approach for specialized courts that will be finalized in March 2015.
- It is also part of the three-year Provincial Domestic Violence Plan.

REPRESENTATIVE FOR CHILDREN AND YOUTH

PROGRESS ON RECOMMENDATIONS

- Each year we commit more than \$70 million in prevention and intervention services and programs to better protect B.C. families dealing with domestic violence and other crimes.
- By bringing the Family Law Act into force, the Ministry satisfied the Representative's recommendation to standardize information placed before judicial decision makers when considering the custody of a child.
- We have developed guidelines to assist police in identifying when an accredited translator may be necessary.
- We have also produced an annual report on the outcomes of criminal prosecutions where a child was a victim of violence.

If asked how many recommendations we have fulfilled:

- Of the 14 recommendations directed to the Ministry of Justice, 10 have been implemented, 3 are underway and one has been re-directed to the Ministries of Education and Social Development and Social Innovation.

BACKGROUND:

On Oct. 9, 2014, the Representative for Children and Youth (RCY) will publically release, "Not Fully Invested: A Follow-up report on the Representative's past recommendations to help vulnerable children in B.C."

It's a comprehensive review of the progress made on 148 recommendations in 22 reports to government bodies between 2008 and 2013. The recommendations have been made in the areas of domestic violence, mental health services, child poverty, and vulnerable aboriginal children and youth. Seventy-two per cent of them have been fully or substantially implemented.

The report highlights that the Attorney General has failed to implement a recommendation to create domestic violence courts. The recommendation was made by the RCY in her report, "Honouring Christian Lee – No Private Matter:

REPRESENTATIVE FOR CHILDREN AND YOUTH

PROGRESS ON RECOMMENDATIONS

Protecting Children Living with Domestic Violence” (2009), and the report “Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now” (2012)..

➤ **Report: Honouring Christian Lee – No Private Matter: Protecting Children Living with Domestic Violence**

Recommendation 3: “That the Ministry of Attorney General undertake a review and enact necessary changes to improve the administration of justice in criminal matters involving domestic violence, including establishment of domestic violence courts, to better protect the safety of children and their mothers.”

The ministry considers this recommendation implemented. (RCY report says our response is “inadequate” – stating that our action does not meet intent)

We have developed a framework for domestic violence courts as part of our Provincial Domestic Violence Plan that provides guidance on best practices in specialized domestic violence court processes in B.C.

There are five specialized courts processes in B.C. They exist in Duncan, Kamloops, Kelowna, Nanaimo and Penticton. They are not identical in approach but have been developed to address local needs.

Part 2 of the Ministry of Justice’s White Paper on Justice Reform was released in 2013 and includes a commitment by government to work with the judiciary and other justice system participants to explore the establishment of a framework for domestic violence courts.

Domestic Violence Courts are often viewed as a promising approach in addressing domestic violence however they are only one part of a specialized approach to address domestic violence. There is a need to move beyond the traditional justice system response to this issue but we also need to make sure that we are doing it in the most effective way possible.

Other responses in B.C. include Domestic Violence Units which are currently operational in Abbotsford, New Westminster, Vancouver and Greater Victoria (the Capital Region) and Kelowna. Through a collaborative partnership, this model brings together police, community-based victim services and, in some communities, child protection workers to improve coordination and collaboration in the highest risk cases. We continue working with our partners, including the RCMP, to develop Domestic Violence Units in communities throughout the province.

The report says that research shows that, compared with Alberta and Ontario, B.C.’s response to the needs of children in situations of domestic violence is underfunded and limited in scope.

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PROGRESS ON RECOMMENDATIONS

According to the ministry's records, the RCY has directed at total of 14 recommendations to the Ministry of Justice, of which nine have been implemented, four are underway and one was redirected to the Ministries of Education and Social Development and Social Innovation.

Other RCY recommendations:

RECOMMENDATIONS IMPLEMENTED

➤ **Report: Honouring Christian Lee – No Private Matter: Protecting Children Living with Domestic Violence**

Recommendation 2: “That the Ministry of Public Safety and Solicitor General take the lead in a special initiative that focuses on the issue of safety of children and youth in domestic violence situations, by ensuring a coordinated, effective and responsive system in Greater Victoria and throughout British Columbia”

Recommendation 4: That the Ministry of Attorney General undertake a review and enact necessary changes to improve administration of justice in family law matters in domestic violence cases, to better protect the safety of children and their mothers, and to ensure that the perspective of the child is considered.

➤ **Report: So Many Plans, So Little Stability: A Child's Need for Security**

Recommendation 3: “That the Ministry of Attorney General recommend to Government that in amendments to the Family Relations Act or, if it proceeds, in the proposed new Family Law Act, standard information be placed before judicial decision-makers in every case where a non-parent is applying for custody of a child, even if the application is by consent.”

With the coming into force of the Family Law Act and regulations, as well as changes to the Provincial and Supreme Court Rules (March 18, 2013

➤ **Special Report: The Impact of Criminal Justice Funding Decisions on Children of BC**

Recommendation 1: That the Ministry of Justice develop a policy that requires that Senior Crown Counsel review all cases where a prosecution affecting the welfare of safety of a child could be adversely affected by procedural or investigatory barriers.

Recommendation 2: “That the Ministry of Justice ensure a reliable and appropriately funded system of access to accredited translation and interpretive services is available throughout all stages of an investigation and prosecution.”

The Criminal Justice Branch and the police have worked together to address the issues of translation requirements by developing guidelines to assist police in identifying when an accredited translator may be reasonably necessary.

REPRESENTATIVE FOR CHILDREN AND YOUTH

PROGRESS ON RECOMMENDATIONS

Recommendation 3: “That the Ministry of Justice produce an annual aggregate report on the outcomes of criminal prosecutions where a child has been a victim of violence, including cases that are stayed or otherwise terminated prior to trial.”

In 2012/2013, the Criminal Justice Branch released its Annual Report on Children and Youth Victims, and will incorporate subsequent reports into all future branch annual reports.

➤ **Report: Amanda, Savannah, Rowen and Serena: From Loss to Learning**

Recommendation 11: That the Ministry of Public Safety and Solicitor General examine the feasibility of developing a specialized investigation resource to provide training, consultation and assistance to police investigating suspicious deaths of children.

➤ **Report: Kids, Crime and Care: Youth Justice Experiences and Outcomes**

Recommendation 4: That the Ministries of Attorney General and Public Safety and Solicitor General examine policies and practices to ensure that youth in care are not being charged in situations where adolescents living with their families would not be charged.

➤ **Report: Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now**

Recommendation 7: “That the Ministry of Justice develop and implement a plan to improve legal processes related to domestic violence cases and successful prosecutions of such cases.”

We have developed a framework for domestic violence courts as part of our Provincial Domestic Violence Plan that provides guidance on best practices in specialized domestic violence court processes in B.C.

The framework will form part of the Provincial Strategy for Specialized Courts – an evidence-based approach for specialized courts that will be finalized in March 2015

Domestic Violence Safety Planning online training for front-line victim support workers was implemented in June 2012.

Training on Victim Safety Planning specific to the learning in the RCY report *Honouring Kaitlynn, Max and Cordon: Make Their Voices Heard Now* was provided at the November 2012 Crown Counsel conference. This training provided an overview about victim safety planning and practical tips and resources, focusing on the practical application of safety planning in Crown Counsel’s daily work.

Criminal Justice Branch has established Resource Counsel who has expertise in the areas of spousal violence and victims and vulnerable witnesses who can provide assistance and advice to Crown counsel on practice issues pertaining to these issues.

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PROGRESS ON RECOMMENDATIONS

Assessing Risk and Safety Planning in Domestic Violence Investigations (DVII) was launched in July 2013 in conjunction with a BC Domestic Violence Risk Assessment PRIME (database) template developed in close consultation with the Criminal Justice Branch, Crown and police experts. The template serves to: consistently document police efforts in front-line risk assessment; streamline processes around bail (including tele-bail); and assist Crown, police supervisors and risk assessors when reviewing and identifying higher risk files.

Nearly 5,300 members have taken DVII since it was launched in 2013. Training is mandatory for all members, including new recruits and new police officers coming to BC.

RECOMMENDATIONS UNDERWAY

➤ **Report: When talk Trumped Service: A Decade of Lost Opportunity for Aboriginal Children and Youth in BC**

Recommendation 1: “That the government of British Columbia, with the leadership of the Attorney General, develop an explicit policy for negotiation of jurisdictional transfer and exercise of governmental powers over child welfare.”

There have been several meetings between the ministry, Children and Family Development and the Ministry of Aboriginal Relations and Reconciliation. As a result of those meetings, a draft policy is being developed to address this recommendation.

This recommendation recognizes the importance of legal advice by the Attorney General in relation to matters involving the jurisdictional transfer of child welfare governance.

Our next steps are to consider the feedback received from Ministry of Aboriginal Relations and Reconciliation and consider recent developments in aboriginal law that occurred this summer. We will be making further revisions to the draft policy and engaging in further discussions with MARR and MCFD.

➤ **Report: Finding Forever Families: A Review of the Provincial Adoption System**

Recommendation 4 (d): Attorney General to ensure that when the court requires legal counsel be appointed to represent children and youth, such a program will be available to ensure the views of children be presented and that their best interests be carefully considered by the court in the annual review.

➤ **Report: Lost in the Shadows: How a Lack of Help Meant a Loss of Hope for One First Nations Girl**

REPRESENTATIVE FOR CHILDREN AND YOUTH

PROGRESS ON RECOMMENDATIONS

Recommendation 5(b): That the Attorney General of B.C. review the reasons for a lack of enforcement of the Child Family and Community Services Act in the province and take steps to promote compliance, if necessary.

The Deputy Attorney General has been in contact with officials in the office of the RCY and is continuing to discuss measures to address the recommendation. A working group has been established to promote compliance with the duty to report provision in our legislation. The group includes the Representative, the colleges, and the ministries of Health, Children and Family Development and Justice.

RECOMMENDATION REDIRECTED

➤ **Report: Kids, Crime and Care: Youth Justice Experiences and Outcomes**

Recommendation 7: “That the social policy ministries of government (Education, Health, MCFD, MHSD, Healthy Living, Attorney General, PSSG) produce a cross-Ministry plan that identifies an interlocking network of services to support and assist children, youth and families through the developmental stages (from prenatal to adulthood).”:

Status: This was redirected to Ministry of Education and the Ministry of Social Development and Social Innovation on May 23, 2014.

Program Area	Deputy / ADM	GCPE
Nancy Carter Oct. 7 James Deitch Oct. 7	Jay Chalke Oct. 7 Kurt Sandstrom Oct. 8 Richard Fyfe Oct. 9	PAO – Lindsay McCray L Mulholland – Oct. 8, 2014 T Schollen – Oct. 8, 2014

Key Messages
RCY Report: Progress on Recommendations
Oct. 9, 2014

- We welcome the report and the recommendations she has brought forward to government over the years.
- To be clear, recommendations listed as incomplete by her office in this report are currently in progress and are more complex and take longer to fulfill...
- ...and some are considered complete by government as similar work is already underway.
- We've also made a lot of progress both in very important areas that the Representative doesn't touch on in her report – like B.C.'s early years initiative.
- Overall, government has made substantial progress on implementing and moving forward on the majority of recommendations covered in this latest report.
- Just as the Representative doesn't make her recommendations lightly – we don't take them lightly either.

If pressed about budget:

- Contrary to assertions made today – the Ministry of Children and Family Development's budget has actually increased by 36 per cent - \$360 million- since 2004/05.
- If you take a look at the current fiscal year – we saw an \$11.6 million boost in MCFD's budget – specifically to increase the number of child care spaces across the province – an area not touched on today by the Representative.
- For those of you trying to square the report with these audited numbers – it's important to understand that between 2008 and 2013 – government restructuring resulted in some ministry functions, and their budgets, being transferred to other ministries.
- An example of this would be the transferring of a number of MCFD HR related functions to the Public Service Agency.

Conference Call – RCY Report

Thursday, Oct. 9 @ 11:30am

- Good morning.
- I'm Stephanie Cadieux, Minister of Children and Family Development.
- I'd like to thank everyone for calling in today.
- As you are aware, B.C.'s Representative of Children and Youth released her first follow-up progress report earlier this morning.
- We welcome the report and the recommendations she has brought forward to government over the years.
- To be clear, recommendations listed as incomplete by her office in this report are currently in progress and are more complex and take longer to fulfill...

- ...and some are considered complete by government as similar work is already underway.
- We have made a lot of progress both in the areas covered by the report released today and in very important areas that the Representative doesn't touch on in her report – like our early years initiative.
- Contrary to assertions made today – the ministry's budget has actually increased by 36 per cent - \$360 million- since 2004/05.
- If you take a look at the current fiscal year – we saw an \$11.6 million boost – specifically to increase the number of child care spaces across the province – an area not touched on today by the Representative.
- For those on the call trying to square the report with these audited numbers – it's important to understand that between 2008 and 2013 –

government restructuring resulted in some ministry functions, and their budgets, being transferred to other ministries.

- An example of this would be the transferring of a number of MCFD HR related functions to the Public Service Agency.
- With respect to addressing child poverty – the rate in BC is at its second lowest in 20 years.
- That said – we know more can be done and that's why we're working closely with municipal governments, local community agencies, service providers and business representatives on measurable community poverty reduction strategies.
- We've reported out on our work with 7 communities and have asked MLA Jackie Teggart to work with other communities interested in working with us on their own localized poverty reduction plan.

- With respect to child and youth mental health, we have an ADM dedicated to this area and have recently implemented changes that are seeing reduced wait times for mental health assessments from 2-3 weeks down to about an hour.
- We have a new six bed facility in Burnaby for children and youth with complex care needs...
- ...and we continue to work with our partner ministries on the 10-year mental health plan.
- With respect to domestic violence, government commits more that \$70 million per year to services and programs that benefit victims of domestic violence, including children.
- On top of that, \$1 million in civil forfeiture grants are helping projects this year throughout the province counter family and domestic violence.

- We also created the Provincial Office of Domestic Violence, **a direct response** to a recommendation by the Representative, and we developed a Provincial Domestic Violence Plan with government and community anti-violence partners.
- Most recently, government is working on a Violence Free BC Strategy...
- ...the Strategy will be our path to creating a province where everyone has the supports they need to live their lives violence free.
- Meeting the needs of Aboriginal children and youth is a clear priority for this government.
- It's important that all levels of government – provincial, federal, First Nations leaders – work together on strategies to improve services and outcomes for children on and off reserve.

- We would like to see the federal government do more on reserve in the area of prevention funding, child mental health, and children and youth with special needs supports.
- In B.C., we have made it a priority to work collaboratively with First Nations communities to support them in reducing the number of Aboriginal children coming into care.
- There are currently thousands of Aboriginal children receiving quality services from the ministry, and we are taking steps to improve those services.
- We've created an Aboriginal Innovation Services program that invited Aboriginal service providers to apply for funding to provide necessary services to Aboriginal kids, to ensure that valuable resources are being targeted to direct services.

- We provide culturally relevant support services designed to improve and expedite case planning, and mitigate risk...
- ...and we are currently working with Aboriginal partners on development an Aboriginal Practice Framework that will help guide policy and practice in Aboriginal service regardless if they are provided through the ministry or a Delegated Aboriginal Agency.
- Overall, government has made substantial progress on implementing and moving forward on the majority of recommendations covered in this latest report.
- Just as the Representative doesn't make her recommendations lightly – we don't take them lightly either.
- Now I welcome any questions.

-end-

Hayes, Dana GCPE:EX

From: Zilkie, Heidi GCPE:EX
Sent: Thursday, October 9, 2014 11:37 AM
To: Cadieux, Stephanie MCF:EX
Cc: Richmond, Valerie D MCF:EX; Johnson, Sheldon GCPE:EX; Johnston, Karen GCPE:EX
Subject: FW: TWEETS re: RCY Report

Minister, here are two tweets regarding the RCY Report for you to tweet out.

#MCFD takes RCY recommendations seriously. All either complete or underway #BCGov #BCPoli

#MCFD budget up by \$11.6 million to increase number of child care spaces across BC not touched on in RCY Report #BCGov #BCPoli

Cheers,
Heidi

Heidi Zilkie

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From: Zilkie, Heidi GCPE:EX
Sent: Thursday, October 9, 2014 8:51 AM
To: Johnston, Karen GCPE:EX
Cc: Johnson, Sheldon GCPE:EX
Subject: TWEETS
Importance: High

What do you think of these two tweets Karen?

#RCY Report on progress of recommendations confirms #MCFD doing substantially well with implementation and completion #BCGov #RCYBC

All recommendations mentioned in latest #RCY Report are considered in progress or complete by #BCGov as similar work is underway #MCFD

Heidi Zilkie

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Hayes, Dana GCPE:EX

From: Johnston, Karen GCPE:EX
Sent: Wednesday, October 8, 2014 5:54 PM
To: Gleeson, Kelly T GCPE:EX
Cc: Johnson, Sheldon GCPE:EX
Subject: Re: Revised SN for Minister conf call re: RCY Report

Ok....willl discuss again with MSC. kj

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Gleeson, Kelly T GCPE:EX
Sent: Wednesday, October 8, 2014 5:48 PM
To: Johnston, Karen GCPE:EX
Cc: Johnson, Sheldon GCPE:EX
Subject: Re: Revised SN for Minister conf call re: RCY Report

S. 13

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Johnston, Karen GCPE:EX
Sent: Wednesday, October 8, 2014 5:43 PM
To: Gleeson, Kelly T GCPE:EX
Cc: Johnson, Sheldon GCPE:EX
Subject: Re: Revised SN for Minister conf call re: RCY Report

S. 13

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Gleeson, Kelly T GCPE:EX
Sent: Wednesday, October 8, 2014 5:02 PM
To: Johnston, Karen GCPE:EX

Cc: Johnson, Sheldon GCPE:EX

Subject: RE: Revised SN for Minister conf call re: RCY Report

Thx

Couple of quick things

S. 13

Kelly Gleeson

Communications and Media Relations

GCPE

(250) 356-8608

Kelly.gleeson@gov.bc.ca

From: Johnston, Karen GCPE:EX

Sent: Wednesday, October 8, 2014 4:47 PM

To: Gleeson, Kelly T GCPE:EX

Cc: Johnson, Sheldon GCPE:EX

Subject: FW: Revised SN for Minister conf call re: RCY Report

Importance: High

S. 13

From: Zilkie, Heidi GCPE:EX

Sent: Wednesday, October 8, 2014 4:31 PM

To: Johnston, Karen GCPE:EX

Cc: Johnson, Sheldon GCPE:EX; Lauvaas, Kirsten GCPE:EX

Subject: Revised SN for Minister conf call re: RCY Report

Importance: High

Revised Speaking Points as requested.

Just working on the QAs now.

HZ

Heidi Zilkie

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ADVICE TO MINISTER – CONFIDENTIAL ISSUE NOTE

RCY Report Progress on Recommendations Oct. 7, 2014

Advice and Recommended response:

- **We appreciate the hard work that the Representative has done to assist the ministry in improving the lives of children and families.**
- **Nothing is more important to this ministry, this government, and myself, than the safety and well-being of children and youth in this province.**
- **We agree that in the past, particularly early on in the Representative's office, our progress and reporting on some recommendations could have been better.**
- **Now, we meet with the Representative and her staff on a monthly basis as well as provide quarterly reports to update them on the progress we're making in implementing the recommendations.**
- **We agree that more can be done and we are taking steps to ensure B.C.'s children and youth have the supports and services they need to thrive.**
- **Government's commitment is evident through the considerable progress we've made to address the needs of children and youth across the province. For example:**
 - **We made changes to the Province's Family Law Act to ensure the best interests of the child are the only consideration when decisions affecting the child are made, including a new protection order limiting contact between family members where there is a safety risk;**
 - **We created the Provincial Office of Domestic Violence to ensure a co-ordinated approach across government and strengthen supports for women, children and families;**
 - **We increased the Ministry of Children and Family Development's budget for 2014/15 by \$11.6 million compared to last year at \$1.356 billion to further support children and youth in need; and,**

ADVICE TO MINISTER – CONFIDENTIAL ISSUE NOTE

- **We recently implemented a more efficient intake process to reduce wait times for families waiting for their initial mental health assessment.**
- **We are committed to working with our partners across government to improve collaboration to better serve children and youth in need.**
- **Government considers all of the recommendations mentioned in the RCY's latest progress report as being in development, or complete as similar work is already underway.**
- **It is important to note, a number of the recommendations are also very complex and often require work and consultation with different program areas, ministries and stakeholders. This process takes time.**
- **To be clear, the ministry does not just rely on the Representative for advice.**
- **In addition to the Representative's recommendations, the ministry also takes in to account information and recommendations received through previous experience, internal/external reports and research, communities and stakeholders, and other jurisdictions.**
- **It's clear that government's priority is to balance the budget, but it's important to note MCFD is one of the few ministries that has received a budget increase over the last couple of years.**

Key Facts Regarding the Issue:

- In October, the Representative for Children and Youth will release a comprehensive review of the progress and responsiveness to recommendations made to government, individual ministries and/or public bodies between Jan. 1, 2008 and Dec. 31, 2013.
- In the report, the Representative indicates disappointment with government's progress on the recommendations by calling the response to date concerning, inadequate, unacceptable and showing a lack of leadership by government.
- The report indicates a number of recommendations directed to MCFD between 2008 and 2013, in the areas of domestic violence, mental health services, child poverty, and vulnerable aboriginal children and youth, are still outstanding.
- It is challenging for ministry staff to determine the actual number of outstanding recommendations as the Representative's tracking system has shifted and in some cases now includes individual actions as stand-alone recommendations, which increases the RCY's overall count.

ADVICE TO MINISTER – CONFIDENTIAL ISSUE NOTE

- By MCFD's analysis, of the 22 RCY reports and related recommendations received between 2008-2013, we consider 80 per cent of the recommendations complete (20 per cent are still in progress).
- It is important to note, the majority of these remaining recommendations require significant change, co-ordination and commitment across multiple program areas and ministries, increased funding, and/or legislative changes.
- The report makes the following main findings:
 - **Government under-funding** – Government's lack of financial commitment since 2008 has played a major role in its failure to meet key recommendations by the RCY as well as continuing to fail children and youth in B.C.
 - **Lack of cross-government co-ordination** – Government has not been responsive to recommendations that call for significant change across ministry mandates and that seven of nine cross-ministry recommendations have been largely ignored.
 - **Quality assurance and outcome measures** – For half a dozen years there has been no public accountability from MCFD in the crucial area of aggregate analysis reports for quality assurance.
 - **Public reporting** – The ministry's performance measures reports do not provide enough comparative data to identify whether the ministry is achieving the intended progress.

There also continues to be a gap in available, adequate data gathered by the ministry.
 - **Gaps in service** – Public bodies and service providers have a poor record on recommendations addressing concerns related to gaps in services with only seven of 15 recommendations identifying such gaps being substantially or fully implemented, and only three of seven related to governance of services being substantially or fully implemented.
 - **Children in situations of domestic violence** – The Provincial Office on Domestic Violence is under-resourced and cannot compel the inter-ministerial co-operation necessary to advance important work.

Government's 3-year domestic violence plan lacks clear outcomes, concrete timeframes and measurements of success, and there has been no real progress on the creation of specialized domestic violence courts.

That B.C.'s response to the needs of these children are underfunded and limited in scope.
 - **Child and youth mental health services** – A 2012 review by the RCY found that B.C.'s mental health system is fragmented, frustrating to navigate and remains plagued by serious gaps.

The report emphasizes the lack of leadership and overall accountability as major contributors to the failing system.

RCY calls government's lack of response regarding complex needs children "discouraging".
 - **Vulnerable Aboriginal children and youth** – To date, government has not

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worked effectively with the federal government and First Nations leaders to develop of poverty reduction plan, just like it has not developed a province-wide poverty plan.

Given the lack of response by government, Aboriginal children and youth continue to be a significant focus of the RCY.

- **Child poverty** – B.C. has become known as the province with the highest child poverty rate in Canada.

The Canadian Paediatric Society rated B.C. “poor” in addressing child poverty reduction. “Poor” means no plan in place specific to poverty.

RCY considers the community poverty reduction strategies progress discouraging and that despite two years of effort, government still hasn’t made a meaningful impact on the issue of poverty.

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QUESTIONS AND ANSWERS

RCY Report – Progress on Recommendations from 2008-2013

Ministry of Children and Family Development

Oct. 7, 2014

Q1. The Representative says that her recommendations have been largely ignored across every Ministry. Why has the government been so dismissive of the children's advocate?

- The Representative sits outside of government with a mandate to make recommendations that she believes will improve the way we support children and youth.
- My role is to take those recommendations, along with recommendations from other colleagues, subject experts and outside research and provide operationalize improvements to the system, and that is what we have done.
- To be clear, the ministry does not just rely on the Representative for advice.
- Government's commitment is obvious through the considerable progress we've made to address the needs of children and youth across the province. For example:
 - We made changes to the Province's Family Law Act to ensure the best interests of the child are the only consideration when decisions affecting the child are made, including a new protection order limiting contact between family members where there is a safety risk;
 - We created the Provincial Office of Domestic Violence to ensure a co-ordinated approach across government and strengthen supports for women, children and families.
 - We increased the Ministry of Children and Family Development's budget for 2014/15 by \$11.6 million compared to last year at \$1.356 billion to further support children and youth in need; and,
 - We recently implemented a more efficient intake process to reduce wait times for families waiting for their initial mental health assessment from 2-3 weeks to about one hour.
- We are committed to working with our partners across government to improve collaboration to better service children and youth in need.
- Government considers all of the recommendations mentioned in the RCY's latest progress report as being in development, or complete as similar work is already underway.
- It is important to note, a number of the recommendations are also very complex and often require work and consultation with different program areas, ministries and stakeholders. This process takes time.
- We meet with the Representative and her staff on a monthly basis. Additionally we provide quarterly reports to update them on the progress we're making in implementing the recommendations.
- We agree, that in the past, our progress and reporting on some recommendations could have been better, that is why we refined out processes to ensure a more timely and accurate response moving forward. We are also imbedding each action into our annual

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planning and addressing any outstanding recommendations.

- It's clear that government's priority is to balance the budget, but it's important to note MCFD is one of the few ministries that has received a budget increase over the last couple of years.

Q2. The Representative says the system is still failing children, youth and families? How can B.C. families have any faith?

- The Representative has pointed out that we've made considerable progress in recent years, but that more needs to be done. We wholeheartedly agree.
- We know what work needs to be done, and we're committed to working together with our partners across government – and with the Representative – to ensure that work gets done.

Q3. The report mentions a number of recommendations directed to MCFD between 2008-2013 that are still outstanding. Do you agree?

- It is difficult to come to an agreement on the number of recommendations that are still in progress or outstanding.
- The Representative's tracking has shifted some individual actions to stand-alone recommendations, which increases the Representative's overall count.
- We meet with the Representative and her staff on a monthly basis. Additionally we provide quarterly reports to update them on the progress we're making in implementing the recommendations. In some cases, this report outlines details that have never before been expressed to the Ministry.
- By MCFD's analysis, we have accepted the majority of all recommendations received from the Representative since 2007.
- All outstanding recommendations mentioned in the report are in development or underway, or are considered complete by the ministry as similar work is already underway.
- It is important to note, a number of them are complex and often require significant work and consultation with different program areas, ministries and stakeholders, increased funding, and/or legislative changes.
- This process takes time.
- It is also important to note that the ministry does not just rely on the Representative for advice.
- In addition to the Representative's recommendations, the ministry also takes in to account information and recommendations received through previous experience, internal/external reports and research, communities and stakeholders, and other jurisdictions.

Q4. The report mentions recommendations that MCFD, and government as a whole, have yet to make good progress on or fully implement. Why haven't these recommendations moved forward?

- The Representative sits outside of government with a mandate to make recommendations

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that she believes will improve the way we support children and youth.

- My role is to take those recommendations, along with recommendations from other colleagues, subject experts and outside research, and provide operationalize improvements to the system, and that is what we have done.
- To be clear, the ministry does not just rely on the Representative for advice.
- Many of these recommendations are very complex and require work across different program areas and other ministries. Some require consultation with stakeholders and community partners – and some require legislative changes.
- We have been working with the Representative for the past several years to come to an agreement on these remaining recommendations and how they can be best implemented.
- In regards to recommendations directed to other ministries, please contact the specific ministry for an update on progress to date.

Q5. In the report, the RCY claims that “MCFD’s annual budget was reduced by more than \$37 million between 2008/09 and 2013/14 – this amounts to nearly \$100-million reduction in its budget, when accounting for inflation. “ Is this true?

- This is an unfortunate misunderstanding.
- To be clear, the budgets for these services and functions were not reduced, but simply transferred out of MCFD’s overall budget. For example:
 - Shared Services BC (SSBC) was created during this time frame and all ministries, including MCFD, were required to transfer funds to SSBC to support co-ordinated, responsive and cost-effective approaches to delivering services to British Columbians.
 - Between 2008/09 and 2013/14, a number of MCFD functions were transferred to the Public Service Agency (PSA) to streamline processes.
- It is important to note, the budget for this ministry has actually increased by 36 per cent (\$360 million) since 2004/2005.
- The ministry’s budget for this fiscal year has increased by \$11.6 million to more than \$1.3 billion (\$1.356 billion).

Q6. Why is MCFD’s overall budget reduction during this period \$100 million?

- That is a very good question.
- I was also interested in the rationale used by the RCY to come up with this figure, that is why I asked my Acting Chief Financial Officer to figure out exactly how the Representative came up with this number.
- The Representative was not aware that between 2008/09 and 2013/14 government restructuring resulted in some ministry functions, and the budgets related to them, being transferred to other ministries.

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- And even accounting for inflation, according to the Bank of Canada, the inflation rate for the period in question based on the RCY's \$37 million figure would only equal \$40.5 million, or an average inflation rate of 1.41 per cent.

Q7. The RCY indicates in this latest report that government under-funding continues to be to blame for a lack of progress made in meeting the needs of children and youth. Is that true?

- Meeting the needs of B.C.'s children and youth is a top priority for this ministry.
- In fact, the ministry's budget for 2014/15 has increased by \$11.6 million compared to last year at \$1.356 billion.
- Of that, the ministry spends approximately \$93 million annually to address child and youth mental health and substance use challenges in B.C. Currently, more than 29,000 children and youth receive community mental health services annually – over double the number that received services in 2003.
- Over the last decade (since 2000/01), funding for children and youth special needs has more than doubled. Today, we're spending almost \$190 million per year.
- We've increased funding for family support (from \$27.5 million in 2001 to \$40 million) and respite services (from \$11 million in 2001 to \$16 million) by 45 per cent.
- As well, we have tripled funding to delegated Aboriginal agencies to \$93 million since 2005/06 (\$31M went to Delegated Aboriginal Agencies in 2005/06).
- There is no question, though, that this government – like all governments right now – is trying to manage growing demands for service within a very difficult, challenging fiscal climate.
- We are committed to working closely with our partners, including the Representative, to find efficient and innovative ways to improve services to better meet the needs of children, youth, and their families.

Q8. The RCY mentions a lack of cross-government co-ordination as a main factor why some of these outstanding recommendations have not moved forward. What are you doing to ensure these larger, more involved recommendations are progressing?

- Many of these recommendations are very complex and often require work and consultation with different program areas, ministries and stakeholders. This process takes time.
- With all of our partners across government, we are committed to strengthening the system of supports so that every child in B.C. receives the care that they need to achieve their full potential.
- We provide quarterly reports to the RCY regarding the progress we're making in implementing the recommendations in addition to monthly meetings.
- We continue to work collaboratively across government to further improve how services are delivered to ensure consistent service standards, appropriate information sharing across ministries and better service options for British Columbians.

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Q9. The report indicates government has not made significant progress in meeting the safety needs for children in situations of domestic violence. Is this true? What has the ministry done in regards to help children in this type of situation?

- Our government has made it a priority to address the issue of domestic violence across the province.
- Government commits more than \$70 million per year in prevention and intervention services and programs that benefit victims of domestic violence and other crimes.
- In addition, this year \$1 million in civil forfeiture grants are helping projects throughout the province counter family violence and violence against women.
- We also created the Provincial Office of Domestic Violence (PODV) in response to RCY recommendations and developed the Provincial Domestic Violence Plan with government and community anti-violence partners.
- The three-year, \$5.5 million plan builds on the considerable actions the office has undertaken to date, including those associated with 2012's *Taking Action on Domestic Violence in British Columbia*.
- *Taking Action* was a direct response to the Representative's report into the tragic deaths of three children in Merritt who were killed by their father.
- It set the course towards a co-ordinated approach to addressing domestic violence across B.C.'s child and family serving systems.
- Government has amended the *Child, Family and Community Service Act* to include domestic violence.
- Government is also working on a Violence Free BC Strategy – a commitment in this year's Throne Speech. The strategy will be our path to creating a province where everyone, including Aboriginal and vulnerable women, have the supports they need to prevent violence, to escape from violent situations and to recover if they have been victims of crime.
- In addition, government funds more than 250 programs that help women and children affected by violence.
- In 2010, MCFD identified domestic violence leads in each service delivery area to provide leadership and consultation.
- All MCFD child protection staff receive thorough domestic violence training.
- We know that more needs to be done and we are taking immediate action to ensure victims of domestic violence have the supports they need to live their lives violence-free.

From JAG:

- The Province's *Family Law Act* includes specific focus on children directly or indirectly exposed to family or domestic violence.
- The *Act* includes a new protection order limiting contact between family members where there is a safety risk, and also ensures the best interests of the child are the only consideration when decisions affecting the child are made.
- The Ministry of Justice has also developed a framework for domestic violence courts to provide guidance on best practices in establishing specialized domestic violence court processes in B.C.

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- The framework will form part of the Provincial Strategy for Specialized Courts – an evidence-based approach for specialized courts which will be finalized by March 2015.

Q10. In regards to the Provincial Office of Domestic Violence, the RCY says that it is under-resourced and can't compel the inter-ministerial co-operation necessary to advance important work. What is your response to that?

- These staff have the knowledge and resources required to ensure all necessary business and action is advanced efficiently and effectively.
- Through a cross-ministry ADMs steering committee and working group, PODV staff have successfully developed the action plan and final progress report and developed and initiated the implementation of the three-year provincial plan. All partner ministries and BC Housing report out to PODV on a quarterly basis and PODV will report out publicly on an annual basis.
- We will continue to monitor staffing, as the ministry already does, to ensure the office is adequately supported and able to continue meeting all of its requirements and obligations moving forward.

Q11. In regards to government's three-year domestic violence plan, the RCY indicates the plan lacks clear outcomes, concrete timeframes, and measurements of success. What is the ministry doing to ensure the plan is measureable and accountable?

- Government's three-year domestic violence plan acknowledges key areas that consultations with the public, government and the anti-violence sector have identified as requiring immediate attention and action.
- The plan outlines a government investment for direct services in four focus areas:
 - \$1 million - direct services province-wide for victims and survivors of domestic violence;
 - \$2 million - direct services for Aboriginal women, children and families affected by domestic violence;
 - \$1 million - direct services for perpetrators of domestic violence; and
 - \$1.5 million - direct services in rural and remote communities for victims and survivors.
- The plan clearly articulates outcomes we intend to achieve in a focused time frame.
- The plan focuses on achieving three primary goals:
 - an integrated, coordinated response to domestic violence in B.C.;
 - enhanced information sharing between all service providers to increase safety for those affected by domestic violence; and,
 - improved direct services for survivors, children and perpetrators.
- The plan is being monitored and evaluated. If more time is needed or new priorities arise, those needs will be considered.
- PODV has collaborated with an academic partner to develop the evaluation framework to support the implementation and evaluation of the plan.

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Q12. It seems dismissive to appoint an Assistant Deputy Minister to oversee improvements to the child and youth mental health system. Why not do what the report asked and appoint a Minister of State?

- While the Representative might feel comfortable on advising the Premier how to structure her government, that falls beyond my mandate.
- That being said, my role is to operationalize improvements to the system across the province, and that is what we have done.
- I have faith in my ability, and the ability of the Minister of Health, to lead the mental health file for children and youth.

Q13. When it comes to youth mental health services, the report mentions recommendations that government has made absolutely no progress on. Will you be moving forward with those?

- I can assure you that child and youth mental health is a key priority of this government.
- Much of the detail laid out in the report's youth mental health section supports work already underway by my ministry and the Ministry of Health.
- Our focus is on optimizing the resources we have to improve outcomes for children and youth dealing with mental health or substance use challenges.
- In Nov. 2010, the Province released its 10-Year plan to address mental health and substance use across the lifespan in B.C. – *Healthy Minds, Healthy People*.
- A key focus of the Plan is promoting healthy social development, preventing problems before they begin, and intervening early when challenges occur to achieve better outcomes now and later in life.
- In response to an earlier recommendation from the RCY, the ministry also appointed an Assistant Deputy Minister to oversee improvements to the system, and we continue to work with our service partners, stakeholders and Aboriginal partners to strengthen that system.
- For example, we recently implemented a more efficient intake process to reduce wait times for families who are waiting for their initial assessment.
- Early results have been very encouraging, showing a reduction in wait times from 2-3 weeks to about an hour.
- We also opened a new six-bed facility located in Burnaby at the Maples site to meet the specific needs of children who have complex special needs. Additional community-based complex care beds in Prince George and Vernon are also in the planning stage.
- In addition, over the next few months we'll be launching a new on-line service map for families so it's easier for them to find info about services in their community.

Q14. As with numerous other RCY reports, a provincial poverty plan continues to be mentioned as an urgent requirement to address child poverty in B.C.? Are you ever going to create one?

- No government wants to see any child or family living in poverty.

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- We have a plan, you can call it a prosperity plan, an economic development plan, a job creation plan, a good taxation policy plan or even a poverty reduction plan. But whatever the label our actions are making a real difference for B.C. families.
- Today, British Columbia's child poverty rate is at its second-lowest level in twenty years. Any amount of child poverty is too much. But with the number of children living in poverty falling by 38 per cent in the last eight years alone, we know that our plan is working.
- It's working, but the reality is, we have a ways to go and we can't do it alone.
- We are also working closely with municipal governments, local community organizations, service providers and business representatives to develop measurable community poverty reduction strategies that meet the unique and specific needs of individual communities and families.
- Moving forward, these pilots will provide strategic direction for other communities as they work to address poverty and create their own localized poverty reduction plan.

Q15. The report mentions outstanding recommendations to address the issue of vulnerable Aboriginal children and youth. What progress has the ministry made in addressing this issue?

- It's important that all levels of government – provincial, federal, First Nations leaders – work together on strategies to improve services and outcomes for children on and off reserve.
- There are currently thousands of Aboriginal children receiving quality services from the ministry; however, it's clear that we can use our resources more effectively. This includes children in care and children served in their families and communities.
- We would like to see the federal government do more on reserve in the area of prevention funding, child mental health, and children and youth with special needs supports.
- In B.C., we have made it a priority to work collaboratively with First Nations communities to support them in reducing the number of Aboriginal children coming into care.
- Our commitment is reflected in a number of actions we have taken, and continue to take, with respect to service and program delivery. As an example:
 - We have created an Aboriginal Service Innovations program that invited Aboriginal service providers to apply for funding by submitting business plans clearly outlining measurable targets for providing services to children.
 - We provide culturally relevant support services designed to improve and expedite case planning, and mitigate risk.
 - We are currently working with aboriginal partners on developing an Aboriginal Practice Framework to help guide policy and practice in Aboriginal service regardless if they are provided through the ministry or a delegated Aboriginal agency.
- This is not an issue that will be addressed easily, but it is one we are working to address. Moving forward, my focus is on continuing to improve direct services to Aboriginal children and families.

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- It is important to note, the total number of Aboriginal children served by a delegated Aboriginal agency has more than tripled since 2001 – from 570 (Dec. 2001) to 2,089 (July 2014).

Additional government support / good news:

Education

- In 2013/14, the Ministry of Education invested \$64.2 million – more than \$1,000 per student – to support Aboriginal students, which now make up more than 11 per cent of B.C. public school enrolment.
- The Aboriginal student completion rate has climbed more than 13 per cent in the past 10 years. Between 2003 and 2013 the number of Aboriginal students graduating with a Dogwood increased 72 per cent.
- Fifty-four school districts across the province have signed Aboriginal Education Enhancement agreements. These agreements are a partnership between Aboriginal communities and school districts to share decision-making and specific goal setting to meet the educational needs of Aboriginal students. Districts with these agreements have seen improved completion rates.

Economy

- The provincial government has reached a total of 47 non-treaty agreements with First Nations since the BC Jobs Plan was launched in 2011.
- These agreements improve opportunities and resources for First Nations to participate in resource activity in their traditional territory.

Q16. The RCY continues to mention the need for additional service quality and regular reporting on outcomes for children in care. When will the ministry start doing that?

- I certainly don't have to be urged to do that.
- We continually monitor our performance to track our progress and use information to improve outcomes for the children, youth and families we serve and for our programs and services.
- As part of the commitment we made to the Selected Standing Committee, twice a year, we produce a Performance Management report that helps us examine the quality of services within B.C. communities and how effective those services are for vulnerable children, youth and families – including youth who are transitioning out of care.
- This is the most comprehensive report this ministry has ever produced. Where previous reports showed provincial-level information only, this one looks at detailed local-level information on services delivered to approximately 155,000 children, teens and families each year.
- The report is shared with the Representative and the chairs of the Select Standing Committee on Children and Youth to solicit their feedback.
- In addition, we also conduct reviews using external agencies – such as the McCreary Society – to help us to continuously improve the services we provide for youth and their families.

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- As well, to ensure quality assurance, individual case studies are also reviewed by ministry staff to ensure desired outcomes have been achieved and to learn where more work needs to be done.

Q17. How has government answered the call to ensure children and youth with special needs have access to the the supports and services they require?

- Government invests more than \$1 billion annually on services and supports for children and youth with special needs. Of that, \$600 million goes towards more than 90 services and supports for children and youth with significant special needs.
- Since 2000/01, MCFD funding for children and youth with special needs has nearly doubled – from \$153 million to \$301.5 million.
- Approximately 30,000 children and youth with special needs access a range of intervention and support services funded by MCFD.
- MCFD works in collaboration with other ministries to provide a continuum of services and to develop strategies and approaches to improve access, quality and coordination of services.
- This includes implementation of:
 - The cross-ministry Children and Youth with Special Needs (CYSN) Framework for Action by MCFD and the Ministries of Education and Health (February 2008)
 - Fetal Alcohol Spectrum Disorder: Building on Strengths - A Provincial Plan for British Columbia 2008 – 2018, a 10-year plan developed with input from nine ministries (March 2008)
 - The Cross-ministry Transition Planning Protocol for Youth with Special Needs, an agreement between nine government organizations to work together to support the transition of youth with special needs to adulthood (November 2009).
 - An integrated service delivery model, led by the Ministry of Social Development and Innovation, to support transitioning of youth with developmental disabilities to adulthood.
 - In school supports for students with Type 1 Diabetes, in collaboration with the ministries of Education and Health.

Q18. The RCY indicates that the ministry's Performance Management reports do not provide enough comparative data to identify whether the ministry is achieving its intended progress goals. Is this true?

- Twice a year, the ministry produces a Performance Management report that helps us examine the quality of services within B.C. communities and how effective those services are for vulnerable children, youth and families.
- This is the most comprehensive report this ministry has ever produced.
- Where previous reports showed provincial-level information only, this one looks at detailed local-level information on services delivered to approximately 155,000 children, teens and families each year.
- The report includes:

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- An overview and summary of key themes;
 - Demographic data across each service delivery area;
 - Provincial-level service, human resource and expenditure data; and,
 - Data regarding operations, expenditures and outcomes for each of the six service lines.
- This level of detail means we can examine the quality of services within communities and how effective those services are for vulnerable children and families.
- Over the next few years, we will gradually expand the report's quality and scope to create a more effective tool for improving performance.
- In future reports, we will expand to include more information about Delegated Aboriginal Agencies and Community Social Service Agencies.
- Some areas may require the development of new data sets not currently available to the ministry.

Q19. Specifically, the RCY mentions the crucial area of aggregate analysis reports. What is the ministry doing to ensure these reports become part of regular ministry reporting business?

- The Provincial Director of Child Welfare is committed to and has a plan to conduct aggregate analysis of quality assurance findings and to report out on the themes and trends of these on an annual basis.
- An analyst has recently been hired to focus on this area.