

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES CORPORATE BRIEFING NOTE 2020/21**

**ISSUE:** Overview of Contracted Residential Agencies (CRA)

**KEY MESSAGES:**

- Contracted Residential Agencies (CRAs) are service providers that operate under contract with the ministry. These service providers own or operate residential resources where children or youth in care reside.
- CRAs are part of the system of residential care, particularly for children and youth with complex needs, including those with developmental and/or physical disabilities who require constant care and supervision and cannot be maintained with their families or in foster homes.
- The Ministry has begun to improve its overall system of services and support for children and youth in care – starting with a careful and concentrated focus on overhauling the role of contracted residential agencies in BC.
- The Ministry started a process of modelling planned changes relating to the overhaul of the CRA system and will evaluate key services before implementing these services across the province.
- Additionally, in recent years the ministry has implemented processes to improve the oversight of CRAs. These include:
  - In 2014, a new screening and approval of caregiver policy for approving caregivers;
  - In 2017, implemented a new policy for investigations of reports of maltreatment of children and youth placed in contracted resources requiring that the Provincial Director of Child Welfare oversee all large, complex investigations;
  - In June 2017, implemented a Self Report Audit Tool (SRAT) to monitor compliance with the Screening and Assessment of Caregivers in Contracted Agencies policy. This requires that every agency complete an online questionnaire for every person they hire or sub-contract as a caregiver for a child or youth in care;

- Since April 2018, all current and prospective contracted agency caregivers looking after children in care are also screened through the Centralized Services Hub; and,
- The ministry is continuing to conduct audits of contracted residential agencies that examine their finances, compliance with policy for screening caregivers. Beginning this year, practice audits will be expanded to examine compliance with standards of Ministry workers supporting CRA's.

#### **BACKGROUND:**

- From the time that the SRAT was first implemented in June 2017 until the end of December 2019, the ministry has received SRAT questionnaires for 5,906 caregivers employed or sub-contracted by 108 contracted residential agencies. This includes caregivers who worked in one agency and then left to work in a different agency, caregivers who worked in more than one agency at the same time, and 9 agencies that were no longer providing MCFD residential services on December 31, 2019.
- In 2019, the Centralized Services Hub completed criminal record checks and checks on previous contact with child protection services for 6,838 individuals. This included over 5,018 caregivers employed by contracted agencies and another 1,820 people applying to work as caregivers. The completed the backlog of screening for all caregivers working at contracted agencies at the time and now both checks are completed at the time of hiring.
- This fiscal year the Ministry plans to audit 11 CRAs as compared to the audit of 2-3 in the previous years. The ministry determines the order in which CRAs are audited by ranking their level of "health".
- From January to December 2019, 63 Investigations were completed on homes run by 26 contracted residential agencies. 24 of these 63 investigations (38%) were substantiated.

#### **FINANCES:** N/A

#### **STATISTICS:**

- On December 31, 2019, 787 children (381 Indigenous and 406 non-Indigenous) and youth in care were placed in contracted residential resources.
- On December 31, 2019, there were 101 contracted residential agencies operating approximately 479 residences across the province.

- Of these 101 contracted residential resources, 88 have contracts with the ministry and 13 have contracts with Delegated Aboriginal Agencies (and not with the ministry).

**Contracted Residential Service Providers and Contracted Residential Resources by Geographic SDA (December 2019)**

| SDA                                     | # of Contracted Residential Service Providers Operating in Each SDA * | # of Contracted Resources or Places of Service |
|---|---|--|
| SDA 11 -- Kootenays                     | 4   | 4  |
| SDA 12 -- Okanagan                      | 8   | 25   |
| SDA 13 -- Thompson Cariboo Shuswap      | 7   | 38   |
| SDA 21 -- East Fraser                   | 24  | 83   |
| SDA 22 -- North Fraser                  | 17  | 59   |
| SDA 23 -- South Fraser                  | 26  | 99   |
| SDA 24 -- Vancouver/Richmond            | 13  | 42   |
| SDA 25 -- Coast/North Shore             | 5   | 12   |
| SDA 31 -- South Vancouver Island        | 14  | 35   |
| SDA 32 -- North Vancouver Island        | 14  | 39   |
| SDA 41 -- Northwest                     | 2   | 3  |
| SDA 42 -- North Central                 | 8   | 26   |
| SDA 43 -- Northeast                     | 3   | 11   |
| SDA 99 -- Delegated Aboriginal Agencies | Included above  | Included above                                 |

Data Source: MAIM – ICM and CABIT for Dec. 2019

\* Of the 101 service providers in the province, 22 service providers operate in multiple SDAs and are counted in each SDA in which they operate in the table above.

All SDA data is based on the listed addresses of the service providers' places of service and mapped to MCFD geographical SDAs using BC Stats Geo-Code self-serve tool (TMF 201805).

**CROSS REFERENCE: N/A**

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES BRIEFING NOTE 2020/21**

**ISSUE: Overview of Contracted Residential Agencies**

**KEY MESSAGES:**

- Contracted Residential Agencies (CRAs) are service providers that operate under contract with the ministry. These service providers own or operate residential resources where children or youth in care are residing.
- Contracted Residential Agencies are part of the system of residential care, particularly for children and youth with complex needs, including those with developmental and/or physical disabilities who require constant care and supervision and cannot be maintained with their families or in foster homes.
- The Ministry has begun to improve its overall system of services and support for children and youth in care – starting with a careful and concentrated focus on overhauling the role of contracted residential agencies in BC.
- Additionally, in recent years the ministry has implemented processes to improve the quality of care provided and ministry oversight in these agencies including: new policy for approving caregivers introduced in 2014; a 2017 policy for investigations; mandatory self-reporting of caregiver screening by CRAs; centralized ministry screening of caregivers for criminal record and child welfare checks; and audits of agencies' finances and compliance with caregiver screening requirements. Beginning this year, the Ministry will expand practice audits to examine compliance with standards of Ministry workers supporting CRA's.

**STATISTICS:**

- On December 31, 2019, 787 children (381 Indigenous and 406 non-Indigenous) and youth in care were placed in contracted residential resources.
- On December 31, 2019, there were 101 contracted residential agencies operating approximately 479 residences across the province.
- Of the 101 contracted residential resources, 88 have contracts with the ministry and 13 have contracted with Delegated Aboriginal Agencies (and not with the ministry).

Contact: Alex Scheiber  
Cell phone: (250) 509-1252  
Date: February 20, 2020

**Contracted Residential Service Providers and Residential Resources by Geographic SDA**  
(December 2019)

| <b>SDA</b>                             | <b># of Contracted Residential Service Providers</b> | <b># of Contracted Resources or Places of Service</b> |
|--|--|---|
| SDA 11 – Kootenays                     | 4  | 4   |
| SDA 12 – Okanagan                      | 8  | 25  |
| SDA 13 – Thompson Cariboo Shuswap      | 7  | 38  |
| SDA 21 – East Fraser                   | 24   | 83  |
| SDA 22 – North Fraser                  | 17   | 59  |
| SDA 23 – South Fraser                  | 26   | 99  |
| SDA 24 – Vancouver/Richmond            | 13   | 42  |
| SDA 25 – Coast/North Shore             | 5  | 12  |
| SDA 31 – South Vancouver Island        | 14   | 35  |
| SDA 32 – North Vancouver Island        | 14   | 39  |
| SDA 41 – Northwest                     | 2  | 3   |
| SDA 42 – North Central                 | 8  | 26  |
| SDA 43 – Northeast                     | 3  | 11  |
| SDA 99 – Delegated Aboriginal Agencies | Included above                                       | Included above  |

Data Source: MAIM – ICM and CABIT for Dec. 2019

\* Of the 101 service providers in the province, 22 service providers operate in multiple SDAs and are counted in each SDA in which they operate in the table above.

All SDA data is based on the listed addresses of the service providers' places of service and mapped to MCFD geographical SDAs using BC Stats Geo-Code self-serve tool (TMF 201805).

**SRAT Implementation Process** (as of December 31, 2019)

| <b>Contracted Residential Agencies</b> | <b>Onboarded and submitted SRAT questionnaires on December 31, 2019</b> | <b>Expected to be onboarded and submitting SRAT questionnaires by March 21, 2020</b> | <b>Total</b> |
|--|---|--|--------------|
| MCFD-contracted agencies               | 57  | 2  | 59           |
| MCFD and DAA contracted agencies       | 31  | 0  | 31           |
| DAA contracted agencies                | 11  | 6  | 17           |
| Total                                  | 99  | 8  | 107          |

## **CURRENT SITUATION:**

- In 2017, the ministry implemented a new policy for investigations of reports of maltreatment of children and youth placed in contracted resources. This policy requires that the Provincial Director of Child Welfare oversee all large or complex investigations.
- Other measures have improved the screening of employees of contracted residential agencies who look after children in care. In June 2017, the ministry implemented a Self Report Audit Tool (SRAT) to monitor compliance with the Screening and Assessment of Caregivers in Contracted Agencies policy. Contracted agencies must complete an online questionnaire for every person they hire or sub-contract as a caregiver for a child or youth in care.
- All current and prospective contracted agency caregivers looking after children in care are also screened by an MCFD worker through the Centralized Services Hub. In 2019, the Centralized Services Hub completed criminal records checks and checks on previous contact with child protection services for 6,838 individuals. This included over 5,018 caregivers employed by contracted agencies and another 1,820 people applying to work as caregivers.
- Criminal record checks have been completed for all caregivers in the province. Checks on previous contact with ministry child protection services have been completed for all caregivers.

## **ACTIONS AND NEXT STEPS:**

- This year the Ministry plans to audit 11 CRAs as compared to the audit of 2-3 in the previous years. The ministry determines the order in which CRAs are audited by ranking their level of “health”.
- The Ministry has begun a process of modelling planned changes relating to the overhaul of the CRA system and will evaluate key services before implementing these services across the province.

## **BACKGROUND INFORMATION:**

- Contracted Residential Agencies are service providers that operate under a Client Service Agreement (STOB 90 contract) with the ministry. These service providers own or operate residential resources where children or youth in care are residing.
- Contracted Residential Agencies provide one of two different residential models: staffed residential resources, where the caregivers work in the home on a rotating schedule and sub-contracted family care resources (sometimes called “satellite homes”) where the caregiver lives in the home with the child.

## **FINANCES: N/A**

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES BRIEFING NOTE 2020/21**

**ISSUE: Contracted Residential Agencies Investigations**

- The Investigations of Contracted Agencies policy came into effect in March 2017.
- The policy clarifies roles, responsibilities and the investigative steps to be taken. This includes a requirement that the Provincial Director of Child Welfare (PDCW) lead the investigation when it involves places of service in more than one Service Delivery Area (SDA) or when an SDA or Delegated Aboriginal Agency (DAA) requests the PDCW take the lead.
- Substantiated concerns regarding caregivers revealed through an investigation of a contracted agency residential resource are documented in ICM, thus available for the screening process.
- If an investigation results in a caregiver being prohibited from caring for children, this is also recorded in ICM in the event the individual applies to be a caregiver in the future.
- The ministry tracks the ministry's findings of investigations of contracted residential agencies. In some cases, police also conduct their own criminal investigation of these agencies; however, the ministry does not track whether charges are ultimately laid.

Contact: Chris Welch  
Cell phone: 250-516-8367  
Date: March 2, 2020

**STATISTICS<sup>1</sup>:****2018/19:**

- 57 investigations were started in 2018/2019 delete
- 59 investigations were completed in 2018/2019 (23 of these or 40% were substantiated)

**From April 1 – Dec 31, 2019:**

- **48 investigations were started**
  - 22 of the 48 investigations have closed
  - 6 of the 22 had concerns substantiated and 16 did not
  - Of the 6 with substantiated concerns the outcomes of the investigations were:
    - 1 - children moved
    - 1 - no further action (concerns addressed)
    - 2 - caregivers employment terminated by the agency
    - 2 - support services (e.g., training for caregivers)
- **45 investigations were completed** (14 of these or 31% were substantiated) – (the 22 above are included in this number) -see table
- As of December 31, 2019 - There were 28 investigations in progress (26 from this fiscal period and 2 from 2018/19)

<sup>1</sup> The data on the investigations in this section is different from what was reported in estimates notes and during estimates in 2019/20. This is due to differences in how a “contracted agency” is defined. Historically MAIM data is based on contract type, one type used for foster homes and the other for contracted agencies, resulting in inaccurate data. Improvements have been made to the agreed upon definition for contracted agencies and all contracts have been reviewed to ensure that the correct contracts are being used for CRA’s. Some smaller agencies have characteristics/features that look somewhat like contracted agencies and others that look like foster homes, so analysis was needed to sort them. This resulted in changes in the number of CRAs



**Number & Types of Reports and Investigations of abuse or neglect of children in care in contracted agency residential resources: 2019**

| <b>Safety Issue Reported</b>                        | <b># of Investigations</b> | <b># Substantiated</b> |
|---|----------------------------|------------------------|
| Emotional Abuse, Physical Harm/Likelihood           | 1                          | 0                      |
| Emotional Abuse, Physical Harm/Likelihood, Neglect  | 2                          | 2                      |
| Emotional Abuse, Parent Not Protecting              | 1                          | 0                      |
| Neglect   | 10                         | 4                      |
| Neglect, Physical Harm/Likelihood                   | 2                          | 0                      |
| Physical Harm/Likelihood                            | 19                         | 4                      |
| Physical Harm/Likelihood, Sexual Abuse/Exploitation | 1                          | 1                      |
| Physical Harm/Likelihood, Parent Not Protecting     | 1                          | 1                      |
| Sexual Abuse/Exploitation                           | 4                          | 0                      |
| Sexual Abuse/Exploitation, Parent Not Protecting    | 1                          | 0                      |
| Parent not Protecting                               | 2                          | 1                      |
| Concerns not entered in the system <sup>2</sup>     | 1                          | 1                      |
| <b>TOTAL</b>  | <b>45</b>                  | <b>14</b>              |

<sup>2</sup> This field is not a required field in the ICM system. In order to determine the safety issue that was reported the narrative of this investigation was reviewed in the ICM system. It indicates a concern of physical harm/likelihood.

Contact: Chris Welch  
 Cell phone: 250-516-8367  
 Date: March 2, 2020

- Of the 11 agencies that had more than one investigation completed on them in 2019 the majority (9) provide services in multiple SDA's

### Breakdown of Number of Completed Investigations by Agency: 2019<sup>3</sup>

| # Investigations | # Agencies | Agency Name  |
|------------------|------------|--|
| 1                | 9          | Adopting Healthy Attitudes Youth and Family Services; Binkadi Community Services CCC Corp; D.A.M. Consulting LTD; Integra Support Services Ltd.; Nanaimo Association for Community Living; Pacific Coast Community Resources Inc.; Ryse Supportive Services Inc.; Strive Living Society; Supported Living Solutions Inc. |
| 2                | 4          | Active Care Youth and Adult Services Ltd.; Hollyburn Family Services Ltd.; The Ridge Meadows Association for Community Living; The Children's Foundation   |
| 3                | 4          | Arcus Community Resources Ltd.; St. Leonard's Youth and Family Services Society; PLEA Community Service Society of British Columbia; W.J. Stelmaschuk and Associates Ltd.  |
| 4                | 1          | Milieu Children and Family Services  |
| 5                | 1          | LMSCL Lower Mainland Society for Community Living  |
| 7                | 1          | AXIS Family Resources Ltd.   |

### Outcomes/Remedies when Safety Concerns Substantiated (14)

- Caregiver's employment terminated by agency: 7
- Children moved: 1
- Contract amendment(s): 1
- No further action: 2
- Resource closed: 1
- Support services recommended: 2

<sup>3</sup> None of the agencies investigated in 2019 have contracts with DAAs only.

**CURRENT SITUATION:** N/A

**ACTIONS AND NEXT STEPS:** N/A

**BACKGROUND INFORMATION:**

- As of December 31, 2019, there were 101 contracted residential agencies operating approximately 479 residences across the province.
  - 88 of these agencies have contracts with the ministry and.
  - 13 have contracts with a DAA only

**FINANCES:** N/A

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES BRIEFING NOTE 2019/20**

**ISSUE: Overview of Contracted Residential Agencies**

**KEY MESSAGES:**

- **Contracted Residential Agencies are service providers that operate under a Client Service Agreement (STOB 90 contract) with the ministry. These service providers own or operate residential resources where children or youth in care are residing.**
- **Contracted Residential Agencies provide one of two different residential models: staffed residential resources, where the caregivers work in the home on a rotating schedule; and, sub-contracted family care resources (sometimes called “satellite homes” where the caregivers live in the home with the child.**
- **Contracted Residential Agencies are part of the system of residential care, particularly for children and youth with complex needs, including those with developmental and/or physical disabilities who require constant care and supervision and cannot be maintained with their families or in foster homes.**
- **The ministry has implemented processes to improve the quality of care provided and ministry oversight in these agencies including: new policy for approving caregivers introduced in 2014; a 2017 policy for investigations; mandatory self-reporting of caregiver screening by Contracted Residential Agencies; centralized ministry screening of caregivers for criminal record and child welfare checks; and audits of agencies’ finances and compliance with caregiver screening requirements.**

**STATISTICS:**

- **On December 31, 2018, there were 801 children (395 Indigenous and 406 non-Indigenous) and youth in care who were placed in contracted residential resources.**
- **On December 31, 2018, there were 105 contracted residential agencies operating approximately 450 residences across the province.**
- **Of these 105 contracted residential resources, 92 have contracts with the ministry and 13 have contracts with Delegated Aboriginal Agencies (and not with the ministry).**

Contact: Alex Scheiber  
Cell phone: 250-508-1252  
Date: February 21, 2019

**Contracted Residential Service Providers and Residential Resources by Geographic SDA**  
(December 2018)

| <b>SDA</b>                             | <b># of Contracted Residential Service Providers</b> | <b># of Contracted Resources or Places of Service</b> |
|--|--|---|
| SDA 11 – Kootenays                     | 1  | 5   |
| SDA 12 – Okanagan                      | 7  | 19  |
| SDA 13 – Thompson Cariboo Shuswap      | 7  | 32  |
| SDA 21 – East Fraser                   | 25   | 70  |
| SDA 22 – North Fraser                  | 18   | 67  |
| SDA 23 – South Fraser                  | 29   | 93  |
| SDA 24 – Vancouver/Richmond            | 12   | 49  |
| SDA 25 – Coast/North Shore             | 5  | 12  |
| SDA 31 – South Vancouver Island        | 16   | 32  |
| SDA 32 – North Vancouver Island        | 14   | 35  |
| SDA 41 – Northwest                     | 2  | 3   |
| SDA 42 – North Central                 | 9  | 28  |
| SDA 43 – Northeast                     | 2  | 14  |
| SDA 99 – Delegated Aboriginal Agencies | Included above                                       | Included above  |
| <b>Province</b>                        | <b>147</b>   | <b>459</b>  |

Data Source: MAIM – ICM and CABIT for Dec. 2018

\* Some service providers operate in multiple SDAs and are counted in each SDA in the table above.

All SDA data is based on the listed addresses of the service providers' places of service and mapped to MCFD geographical SDAs using BC Stats Geo-Code self-serve tool (TMF 201805).

**SRAT Implementation Process (as of December 31, 2018)**

| <b>Contracted Residential Agencies</b> | <b>Completed onboarding process and actively using SRAT</b> | <b>Expected to complete onboarding process and start using SRAT by March 31, 2019</b> | <b>Total</b> |
|--|---|---|--------------|
| MCFD-contracted agencies               | 89  | 0   | 89           |
| DAA-contracted agencies                | 2   | 14  | 16           |
| <b>Total</b>                           | <b>91</b>   | <b>14</b>   | <b>105</b>   |

Data Source: Quality Assurance Branch

**CURRENT SITUATION:**

- In 2017, the ministry implemented a new policy for investigations of reports of maltreatment of children and youth placed in contracted resources. This policy requires that the Provincial Director of Child Welfare oversee all large or complex investigations.
- Other measures have improved the screening of employees of contracted residential agencies who look after children in care. In June 2017, the ministry implemented a Self Report Audit Tool (SRAT) to monitor compliance with the Screening and Assessment of Caregivers in Contracted Agencies policy. Contracted agencies must complete an online questionnaire for every person they hire or sub-contract as a caregiver for a child or youth in care.
- Additionally, the ministry has contracted KPMG to design an audit plan for the review of contracted agencies that examine their finances and compliance with policy for screening caregivers.
- All current and prospective contracted agency caregivers looking after children in care are also screened by an MCFD worker through the Centralized Services Hub. In 2018, the Centralized Services Hub completed criminal record checks and checks on previous contact with child protection services for more than 4,500 individuals. This included over 2,200 caregivers employed by contracted agencies and another 2,300 people applying to work as caregivers.

**ACTIONS AND NEXT STEPS:**

- As of December 31, 2018, the ministry has received SRAT questionnaires for 4,083 caregivers employed or sub-contracted by 91 Contracted Residential Agencies. All residential agencies contracted by the ministry have completed the SRAT, and all residential agencies with contracts with Delegated Aboriginal Agencies are expected to complete it by March 31, 2018.
- Criminal record checks have been completed for all caregivers in the province. Checks on previous contact with ministry child protection services have been completed for the majority of caregivers. As of February 8, 2019, 1,200 child welfare checks were outstanding and will be completed by May 31, 2019.
- To date, two audits have been completed using the draft audit plan designed by KPMG. Pricewaterhouse Coopers (PwC) and MNP LLP conducted reviews in 2018/19 using the draft audit plan. Findings from the reviews included:
  - Screening requirements were generally adhered to; agencies were adapting internal policies and processes to ensure compliance with the ministry's new requirements.
  - Both agencies appeared to be a viable going-concern. There were no financial transaction improprieties identified.
  - One agency audited had very robust accounting and reporting systems; the other requires investment in financial systems, processes, and policies in order to improve their reporting, budget and contract management abilities.

**FINANCES:** N/A

Contact: Alex Scheiber  
Cell phone: 250-508-1252  
Date: February 21, 2019

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES BRIEFING NOTE 2019/20**

**ISSUE: Contract Residential Agency Investigations**

- In February 2017, the Ministry developed and implemented a new policy for investigating reports of child maltreatment in these agencies.
- The policies clarify roles and responsibilities and the steps for ministry staff when investigating these agencies. This includes a requirement that the Provincial Director of Child Welfare lead all investigations of agencies that operate in more than one service delivery area or Delegated Aboriginal Agency.
- Concurrent enhancements were made to the Integrated Case Management (ICM) system that enable social workers to record these investigations in this system, including the findings and actions taken.
- Substantiated concerns regarding caregivers that are revealed through an investigation of a contracted agency residential resource are documented on ICM, thus available for the screening process.
- If an investigation results in a caregiver being prohibited from caring for children, this is also recorded in ICM in the event the individual applies to be a caregiver in the future.

**STATISTICS:**

- In 2017, the year the new policy was implemented, 35 Investigations were completed on homes run by 20 contracted residential agencies.
- 16 of these 35 investigations (46%) were substantiated.
- In 2018, 87 Investigations were completed on homes run by 36 contract contracted residential agencies.
- 29 of these 87 (33%) were substantiated; 13 are still in process.
- Most agencies with more than one reported safety concern serve more than one SDA/DAA



**Number & Types of Reports and Investigations of abuse or neglect of children in care in contracted agency residential resources: 2017**

| <b>Safety Issue</b>                             | <b># of Investigations</b> | <b># substantiated</b> |
|---|----------------------------|------------------------|
| Emotional Abuse                                 | 3                          | 1                      |
| Emotional Abuse, Neglect                        | 1                          | 0                      |
| Emotional Abuse, Sexual Abuse/Exploitation      | 1                          | 1                      |
| Emotional Abuse: Domestic Violence              | 2                          | 1                      |
| Emotional Abuse: Domestic Violence, Phys. Harm  | 1                          | 1                      |
| Neglect   | 6                          | 4                      |
| Neglect, Sexual Abuse/Exploitation              | 1                          | 1                      |
| Physical Harm/Likelihood                        | 18                         | 6                      |
| Phys Harm/Likelihood, Sexual Abuse/Exploitation | 2                          | 1                      |
| <b>TOTAL</b>                                    | <b>35</b>                  | <b>16</b>              |

**Number & Types of Reports and Investigations of abuse or neglect of children in care in contracted agency residential resources: 2018**

| <b>Safety Issue</b>                              | <b># of Investigations</b> | <b># substantiated</b>    |
|--|----------------------------|---------------------------|
| Emotional Abuse                                  | 4                          | 2                         |
| Emotional Abuse, Neglect                         | 2                          | 1 (1 in process)          |
| Emotional Abuse, Physical Harm/Likelihood        | 4                          | 1 (1 in process)          |
| Emotional Abuse, Sexual Abuse/Exploitation       | 1                          | 1                         |
| Emotional Abuse: Domestic Violence               | 2                          | 1                         |
| Emotional Abuse: Domestic Violence, Phys. Harm   | 1                          | 1                         |
| Neglect  | 16                         | 6 (3 in process)          |
| Neglect, Physical Harm/Likelihood                | 3                          | (1 in process)            |
| Neglect, Sexual Abuse/Exploitation               | 1                          | 1                         |
| Parent Not Protecting                            | 2                          | 0                         |
| Parent Not Protecting, Sexual Abuse/Exploitation | 1                          | (1 in process)            |
| Physical Harm/Likelihood                         | 40                         | 13 (6 in process)         |
| Phys Harm/Likelihood, Sexual Abuse/Exploitation  | 3                          | 1                         |
| Sexual Abuse/Exploitation                        | 7                          | 1                         |
| <b>TOTAL</b>                                     | <b>87</b>                  | <b>29 (13 in process)</b> |

**Number of Agencies with more than 1 protocol investigation by year**

| <b>Year</b> | <b># Investigations</b> | <b># Agencies</b> | <b>Agency Name</b>   |
|-------------|-------------------------|-------------------|--|
| <b>2017</b> | 2                       | 7                 | Rebecca De Oro; Dolphin Adventure Experience; Hollyburn Family Services; New Spirit; Plea Comm. Services; The Children's Foundation; W.J. Stelmaschuk & Assoc. |
|             | 3                       | 3                 | Axis Family Resources; Milieu Child & Family Services; Strive Living Soc.  |
|             | 4                       | 1                 | Pathway Community Services   |
| <b>2018</b> | 2                       | 6                 | Arcus Comm. Resources; Rebecca Del Oro; Dolphin Adventure Experience; Nanaimo Assoc. for Comm. Living; New Spirit Youth Services; Supported Living Solutions   |
|             | 3                       | 5                 | Community Ventures Society; Hollyburn Family Services; Pacific Coast Community Resources; The Children's Foundation; W.J. Stelmaschuk & Assoc.                 |
|             | 4                       | 1                 | Strive Living Soc.   |
|             | 5                       | 2                 | Plea Comm. Services of BC; St. Leonard's Youth and Family Services;  |
|             | 6                       | 1                 | Pathway Comm. Services   |
|             | 7                       | 1                 | Lower Mainland Society for Comm. Living;   |
|             | 9                       | 2                 | Axis Family Resources; Milieu Children & Family Serv.  |

**Outcomes/Remedies when Safety Concerns are Substantiated****2017:**

- Caregiver's employment terminated by agency: 12
- Children moved: 3
- Support Services provided/remedial plan implemented: 2

**2018:**

- Agency closure: 1
- Caregiver's employment terminated by agency: 22
- Children moved: 5
- Resource closure: 1
- Support services/remedial plan implemented: 8

## **CURRENT SITUATION:**

As staff have become more familiar with the process for investigating and documenting reported safety concerns in contracted residential agencies, the numbers of documented reports has, predictably, increased.

The new process of documenting reports and results on ICM has resulted in more reliable and thorough information being available regarding the appropriateness of caregivers being hired by agencies.

## **ACTIONS AND NEXT STEPS:**

The PDCW continues to provide consultation and guidance to field staff completing investigations.

## **BACKGROUND INFORMATION:**

- Contracted residential agencies are an essential part of the system of residential care, particularly for children and youth with complex needs, including those with developmental and/or physical disabilities who require constant care and supervision and cannot be maintained with their families or in foster homes.
- Contracted residential agencies are service providers that have a Client Service Agreement (STOB 80 contract) with the ministry. These service providers own or operate residences where children or youth in care live.
- On December 31, 2018, there were 105 active contracted residential agencies operating in about 400 places of service across the province for children and youth in care.
- 89 of these agencies have contracts with the ministry and 16 have contracts with Delegated Aboriginal Agencies.
- The list of MCFD and DAA contracted residential agencies compiled and maintained through the Service Delivery Division and Quality Assurance Branch is utilized to identify agencies providing service to more than one SDA, as policy requires different processes to be followed if an investigation involves an agency providing service to more than one SDA/DAA.

## **FINANCES:**

N/A

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT  
OFFICE OF THE PROVINCIAL DIRECTOR AND ABORIGINAL SERVICES  
ESTIMATES CORPORATE BRIEFING NOTE 2019/20**

**ISSUE: Overview of Contracted Residential Agencies**

**KEY MESSAGES:**

- Contracted Residential Agencies are service providers that operate under an agreement with the ministry. These service providers own or operate residential resources where children or youth in care are residing.
- Contracted Residential Agencies are part of the system of care, particularly for children and youth with complex needs, including those with developmental and/or physical disabilities who require constant care and supervision and cannot be maintained with their families or in foster homes.
- The ministry has implemented processes to improve the oversight in these agencies. These include:
  - In 2014, a new screening and approval of caregiver policy for approving caregivers was introduced.
  - In 2017, the ministry implemented a new policy for investigations of reports of maltreatment of children and youth placed in contracted resources. This policy requires that the Provincial Director of Child Welfare oversee all large or complex investigations.
  - In June 2017, the ministry implemented a Self Report Audit Tool (SRAT) to monitor compliance with the Screening and Assessment of Caregivers in Contracted Agencies policy. This requires that every agency complete an online questionnaire for every person they hire or sub-contract as a caregiver for a child or youth in care.
  - Since April 2018, all current and prospective contracted agency caregivers looking after children in care are also screened through the Centralized Services Hub.
  - The ministry has begun audits of contracted residential agencies that examines their finances and compliance with policy for screening caregivers.

**BACKGROUND:**

- As of December 31, 2018, the ministry has received SRAT questionnaires for 4,083 caregivers employed or sub-contracted by 91 Contracted Residential Agencies. All 89 residential agencies contracted by the ministry and two residential agencies contracted by Delegated Aboriginal Agencies have completed the SRAT. The remaining 14 agencies with contracts with Delegated Aboriginal Agencies are expected to complete the SRAT by March 31, 2019.
- In 2018, the Centralized Services Hub completed criminal record checks and checks on previous contact with child protection services for more than 4,500 individuals. This included over 2,200 caregivers employed by contracted agencies and another 2,300 people applying to work as caregivers.
- Criminal record checks have been completed for all caregivers in the province. Checks on previous contact with ministry child protection services have been completed for the majority of caregivers. As of February 8, 2019, 1200 previous contact checks remained and will be completed by May 31, 2019.
- The ministry has contracted KPMG to design an audit plan for the review of contracted agencies that examine their finances and compliance with policy for screening caregivers. To date, two audits have been completed using the draft audit plan.
- Pricewaterhouse Coopers (PwC) and MNP LLP conducted reviews in 2018/19 using the draft audit plan. Findings from the reviews included:
  - Screening requirements were generally adhered to; agencies were adapting internal processes to ensure compliance with the ministry's new requirements.
  - Both agencies appeared to be a viable going-concern. There were no financial transaction improprieties identified.
  - One agency reviewed had very robust accounting and reporting systems, the other requires investment in financial systems, processes, and policies in order to improve their reporting, budget and contract management abilities.

**FINANCES: N/A**

**STATISTICS:**

- On December 31, 2018, there were 801 children (395 Indigenous and 406 non-Indigenous) and youth in care who were placed in contracted residential resources.
- On December 31, 2018, there were 105 contracted residential agencies operating approximately 450 residences across the province.
- Of these 105 contracted residential resources, 92 have contracts with the ministry and 13 have contracts with Delegated Aboriginal Agencies (and not with the ministry).

**Contracted Residential Service Providers and Contracted Residential Resources by Geographic SDA (December 2018)**

| <b>SDA</b>                             | <b># of Contracted Residential Service Providers Operating in Each SDA *</b> | <b># of Contracted Resources or Places of Service</b> |
|--|--|---|
| SDA 11 -- Kootenays                    | 1  | 5   |
| SDA 12 – Okanagan                      | 7  | 19  |
| SDA 13 – Thompson Cariboo Shuswap      | 7  | 32  |
| SDA 21 – East Fraser                   | 25   | 70  |
| SDA 22 – North Fraser                  | 18   | 67  |
| SDA 23 – South Fraser                  | 29   | 93  |
| SDA 24 – Vancouver/Richmond            | 12   | 49  |
| SDA 25 – Coast/North Shore             | 5  | 12  |
| SDA 31 – South Vancouver Island        | 16   | 32  |
| SDA 32 – North Vancouver Island        | 14   | 35  |
| SDA 41 – Northwest                     | 2  | 3   |
| SDA 42 – North Central                 | 9  | 28  |
| SDA 43 – Northeast                     | 2  | 14  |
| SDA 99 – Delegated Aboriginal Agencies | Included above   | Included above  |

Data Source: MAIM – ICM and CABIT for Dec. 2018

\* Of the 105 service providers in the province, 22 service providers operate in multiple SDAs and are counted in each SDA in which they operate in the table above.

All SDA data is based on the listed addresses of the service providers' places of service and mapped to MCFD geographical SDAs using BC Stats Geo-Code self-serve tool (TMF 201805).

**SRAT Implementation Process (as of December 31, 2018)**

| <b>Contracted Residential Agencies</b> | <b>Completed onboarding process and actively using SRAT</b> | <b>Expected to complete onboarding process and start using SRAT by March 31, 2019</b> | <b>Total</b> |
|--|---|---|--------------|
| MCFD-contracted agencies               | 89  | 0   | 89           |
| DAA-contracted agencies                | 2   | 14  | 16           |
| <b>Total</b>                           | <b>91</b>   | <b>14</b>   | <b>105</b>   |

Data Source: Quality Assurance Branch

**CROSS REFERENCE:** N/A

Contact: Cory Heavener  
 Cell phone: (250) 580-4434  
 Date: February 20, 2019

Number of protocol investigations of CRAs for incidents that occurred per year (proxy for starting the investigation):

2019: 56

2020: 68