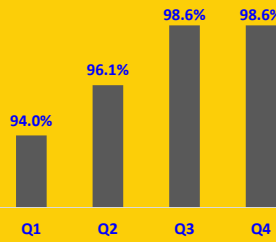


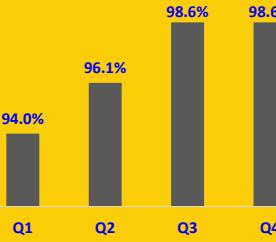
Quality Improvement Plan

The Quality Improvement Plan is designed to increase accountability and to promote transparency in the sector. The Children's Aid Society of Stormont, Dundas and Glengarry collects data on a number of areas that provides insight into the impact and outcomes of services through the use of data and analysis. Compliance results are from 2018 to 2019.

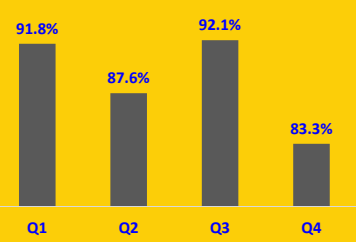
Complete an Internal Record Check within 24 hours of receiving the referral



Complete a Provincial Record Check within 24 hours of receiving the referral



Complete a CAR Record Check within 72 hours of receiving the referral

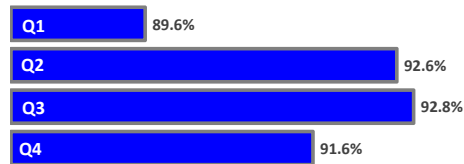


Conduct a safety assessment at the point of the first face to face contact within the response time for all referrals assigned for an investigation



	Q1	Q2	Q3	Q4
12 Hour	93.3%	88%	85.7%	63.6%
48 Hour	100%	100%	100%	33.3%
7 Days	91.4%	92.7%	94%	88.4%

Complete the formal documentation of a Safety Assessment and Plan within 5 days of the first face to face contact

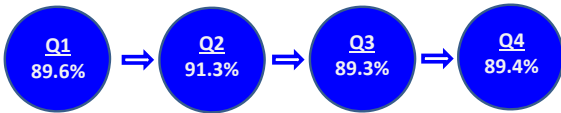


Conclude a child protection investigation within 45 days of the receipt of referral (or within 60 days in the case of an extension)

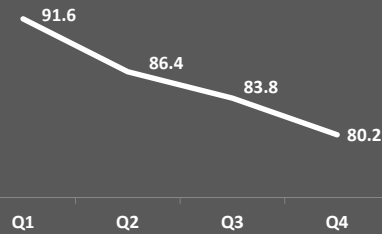
Quarter	Completion Rate
Q1	92.7%
Q2	98.5%
Q3	92.3%
Q4	91%



Complete an initial service plan within 30 days of the completion of the investigation, or within 30 days of the date of the case transfer to ongoing child protection services following the initial investigation



Complete the formal case review and evaluation every 6 months following the development of the initial service plan for ongoing child protection cases

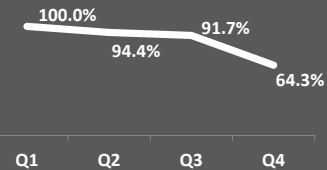


Review every ongoing child protection case in a supervision session minimally once every 6 weeks



Quarter	Completion Rate
Q1	95.5%
Q2	97.2%
Q3	92.5%
Q4	92.9%

Prepare an initial Plan of Care prepared within 30 days of the placement or re-placement in a foster/group/kin or customary care home

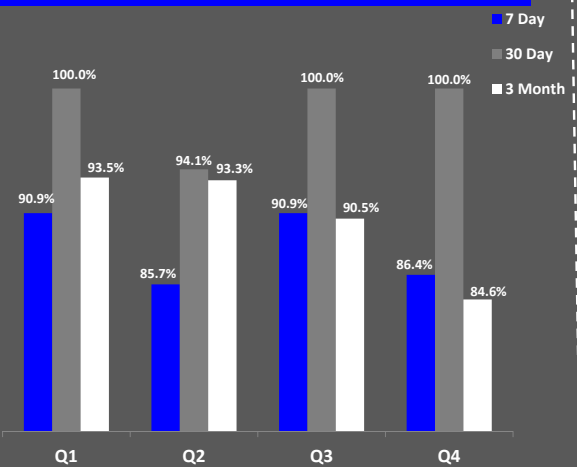


Visit with the families in their home minimally once per month for ongoing child protection case

Quarter	Completion Rate
Q1	82.3%
Q2	89.9%
Q3	87.4%
Q4	84.3%



Private Visit with Kinship Service Child



Private Visit with Child in Care

