

# CHILD WELFARE BUSINESS PLAN

## 2022 - 2023

### INTRODUCTION

This document represents the 2022-2023 Business Plan for Child Welfare services at Jewish Family and Child Service of Greater Toronto (JF&CS). It highlights the mandate, strategic priorities, key activities and performance indicators of the organization related to Child Welfare for the previous year. The plan also demonstrates how JF&CS continues to expand its community partnerships and improve its child welfare services in the communities of Toronto and York Region.

### MANDATE OF CHILD WELFARE AGENCIES

Children's Aid Societies (CASs) are independently governed agencies that are responsible for providing mandatory and critical services. CASs have been providing these services to communities in Ontario for over 100 years.

CASs are legislated to perform certain functions under the provisions of the *Child, Youth and Family Services Act, 2017 (CYFSA)*. The mandate of CASs, as described in Section 35 of the *CYFSA*, includes the following functions:

- Investigate allegations or evidence that children may be in need of protection;
- Protect children where necessary;
- Provide guidance, counselling and other services to families for protecting children or for the prevention of circumstances requiring the protection of children;
- Provide care for children assigned or committed to its care under this Act;
- Supervise children assigned to its supervision under this Act;
- Place children for adoption;
- Perform any other duties given to it by this Act or the Regulations or any other Act.

This legislation and the supporting regulations, directives and standards prescribe specific and detailed requirements for what services CASs must provide and how they must provide them, including services to Indigenous children and families and French language services, as well as the timelines in which these mandatory services must be provided.

CASs provide critical and essential services which help to provide safety to the most vulnerable members of our society – infants, children and youth who are at risk of or are experiencing physical, sexual and/or emotional abuse, neglect or abandonment. CASs are mandated to intervene if a caregiver cannot adequately care or provide for a child.

CASs protect and safeguard most children while they remain with their families in the community. This family-based support is provided through intensive assessments and service plans, contacts with numerous other professionals and service providers, as well as ongoing supervision of children while they remain in the family home. These are complex cases in which child protection concerns have been verified and there are risks of, or actual, abuse and neglect. As such, the work must be performed by skilled, qualified child welfare staff who participate in a rigorous authorization process provided by the Ontario Association of Children's Aid Societies (OACAS). Serving these children in the context of the home – when it is safe to do so – is considered the least intrusive and is consistent with the legislative and regulatory mandate and with the policy direction of government.

# **JEWISH FAMILY AND CHILD SERVICE VISION STATEMENT**

*A resilient community where hope, dignity, diversity and humanity thrive.*

# **JEWISH FAMILY AND CHILD SERVICE MISSION STATEMENT**

*A multi-service agency that strengthens and supports individuals, children, families and communities by increasing safety and security, improving mental health and wellness and reducing the effects of poverty, within the context of Jewish values.*

# **JEWISH FAMILY AND CHILD SERVICE ORGANIZATIONAL VALUES**

- ✓ Mutual Accountability
- ✓ Trust & Collaboration
- ✓ Learning & Renewal
- ✓ Care & Resilience
- ✓ Inclusion & Diversity
- ✓ Adaptation, Innovation and Creativity

# **JEWISH FAMILY AND CHILD SERVICE STRATEGIC DIRECTION**

The mission of JF&CS is to support the healthy development of individuals, children, families and communities through prevention, protection, counselling and education and advocacy services, within the context of Jewish values. This mission rests on a strategic model of client-centred service delivery, an evidence-informed model that emphasizes seamless service delivery and effective communication among all areas of the agency so that services are wrapped around the ongoing needs of the client. Agency services and supports are viewed as integrated solutions that are brought together using a comprehensive case management approach in order to support the three (3) key strategic priority areas of JF&CS:

## **1. INCREASING SAFETY AND SECURITY**

Services and supports designed to increase safety and security are provided to individuals and families in need of immediate intervention and support due to abuse and/or neglect. Most typically, this includes Jewish children and youth experiencing abuse and/or neglect, as well as any women (not only Jewish) experiencing physical, sexual, and/or psychological abuse by their spouse or partner. With a goal of Increasing Safety and Security, children and youth are supported through JF&CS's Child Welfare Services in its capacity as a mandated CAS and women are supported through our comprehensive array of woman abuse (VAW) services.

## **2. IMPROVING MENTAL HEALTH AND WELLNESS**

As a multi-service agency, JF&CS is committed to delivering programs, services, and supports to improve the mental health and wellness of its clients, with a strong emphasis on prevention and early intervention. A broad range of client needs and issues are addressed, including stress, depression and anxiety, children's mental health, Chaplaincy needs, palliative care needs, parenting and marital issues, bereavement, separation and divorce, and social isolation.

## **3. REDUCING THE EFFECTS OF POVERTY**

Poverty is both predictive of and the result of numerous psycho-social challenges including stress, depression, serious mental health issues, substance abuse, poor physical health, unstable housing, reduced educational access, and social isolation. The goal of this priority area is to reduce the negative effects of poverty on the most vulnerable members of the community. Through the support of the Jewish community and United Jewish Appeal Federation of Greater Toronto (UJA), and other community funders and donors, JF&CS is able to provide a comprehensive array of services and supports to individuals and families experiencing poverty.

These three priority areas can and do overlap, both conceptually and in practice. JF&CS' client-centered model of service delivery seeks to ensure that all client needs are met through the wide array of services and supports that are available across the agency. A significant strength of JF&CS is its multi-service structure, which allows the agency to respond to multiple client needs and issues without the need for external referrals. When referrals are needed, our Centralized Intake Department uses a holistic lens and has a comprehensive understanding of the community resources available to our clients. JF&CS also has partnerships with several community-based agencies in order to seamlessly coordinate the provision of service. For example, JF&CS clients in need of employment support have regular access to the services of two employment counsellors through Jewish Vocational Service of Metropolitan Toronto (JVS).

## **JEWISH FAMILY AND CHILD SERVICE STRATEGIC PLAN (2020-2024)**

In 2020, JF&CS launched an updated Strategic Plan. This plan is centered on four (4) key strategic directions:

### **1. LEAD THROUGH SERVICE EXCELLENCE**

Partner through our Centre of Excellence with other professionals and organizations to continuously improve our services, based on evidence-informed and emerging best practices, for the short and long term, and share with broader communities.

Undertake a service model review; build upon work already completed in this area; determine if our current model is financially sustainable; develop priorities for addressing the needs of vulnerable, diverse and marginalized populations in the communities we serve, and those we strive to serve.

Develop a formalized plan to attract, retain and develop positions across the agency. Include opportunities for succession and mentorship. Address staffing supports, emerging competency requirements and ensure workplace diversity.

Maintain service excellence by ensuring service provision is agile, responsive, innovative, creative and client-centered, while building on evidence-informed best practices.

Support the mental health and wellness of staff throughout the ever-changing phases of the pandemic and whenever other challenges arise.

Develop a formalized plan to address physical, technological, and logistical considerations, while adhering to privacy legislation and any related challenges, to ensure staff are able to effectively conduct their work, whether it is from home, the agency, or any other foreseeable setting.

### **2. PARTNER BROADLY TO IMPROVE LIVES AND COMMUNITIES**

Play a key role in strengthening our community's response to lonely, isolated seniors, leveraging opportunities to provide more holistic services, through additional funding and resourcing.

Develop multi-agency responses to serving the needs of diverse, marginalized and vulnerable children, individuals, families and communities by offering integrated solutions (e.g. ethno-cultural agencies).

### **3. AFFIRM OUR STRONG, COMPELLING IDENTITY**

Develop a communication strategy, including key messages we want to share with all stakeholders.

Seize every opportunity and use every means (channels/platforms) of communication at our disposal to clearly articulate, internally and externally, who we are, what we do and for whom we do it.

Advocate for the continued health and welfare of our programs and services by ensuring our voice is heard and understood by influential decision-makers.

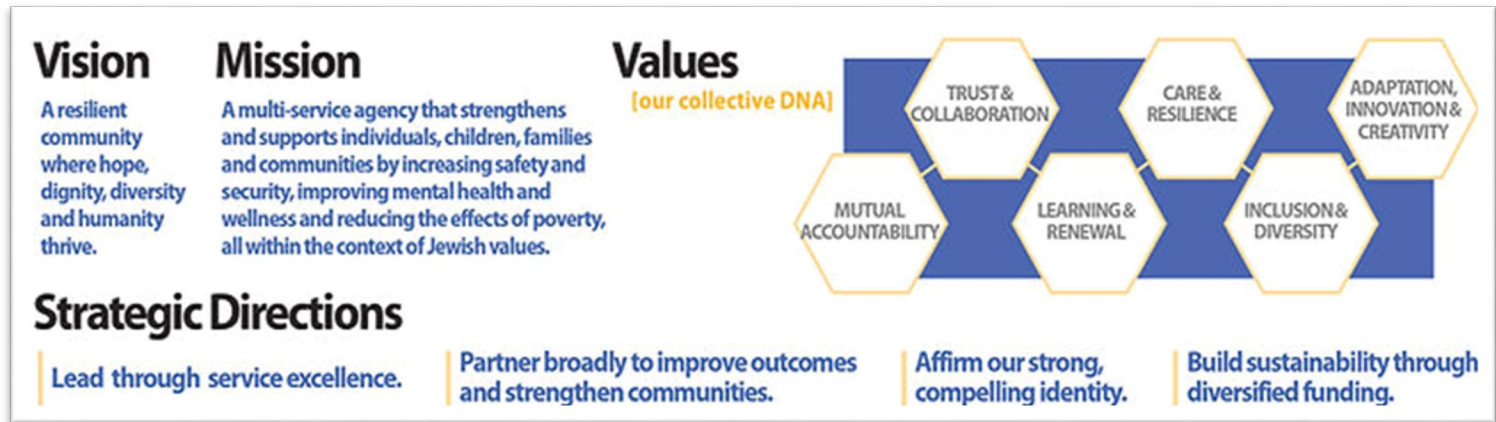
Take a proactive stance in our communications on emerging issues to demonstrate that we are standing up for diversity and inclusion.

#### 4. BUILD CAPACITY THROUGH SUSTAINABLE, DIVERSIFIED FUNDING

Pursue non-traditional donors with shared values, particularly in the private sector, and find ways to align their philanthropic goals with ours.

Seek out greater staff engagement in fundraising activities; develop a framework for meaningful involvement and contribution.

Develop a recruitment strategy to attract diverse, passionate and engaged fundraisers for our Resource Development Committee and Board. Expand our reach beyond traditional not-for-profit partnerships (e.g. private sector) with aligned values; consider alternatives to in-person fundraising events.



## SERVICE PHILOSOPHY AND OVERVIEW OF CHILD WELFARE SERVICE AT JEWISH FAMILY AND CHILD SERVICE

For over 40 years, JF&CS has provided child welfare services to the Jewish community of Toronto and York Region. Protective services offered are governed by the *Child, Youth and Family Services Act, 2017*, and guidelines are provided by the Ministry of Children, Community and Social Services (MCCSS) related to the contents of the Act.

At JF&CS, our child welfare services are fully integrated with our poverty reduction and child and adult mental health services. This includes individual, couples and group counselling, educational and financial assistance programs, woman abuse programs, youth preparation for independence programs, and a full spectrum of cultural, religious and social programs serving the most vulnerable within the Jewish community.

Staff at the agency collaborate with school groups, summer camps, community groups, police departments, mental health organizations, other Children’s Aid Societies throughout the province, and other service providers who work with populations at risk of child abuse/neglect or require family support services. Frequent contact with these agencies and organizations has resulted in JF&CS being used as a resource in child abuse, transitional age youth, and woman abuse for training and consultation. Close and frequent contact with our community partners allows the agency to gain information and a first-hand understanding of where there may be gaps in service and the ways and means of addressing those gaps. Over the years, this has resulted in various agency responses and innovations, from working in schools to introducing and growing Russian and Hebrew-speaking worker programs.

## LEGISLATION UPDATES

In June 2017, the Ontario government passed the *Child, Youth and Family Services Act, 2017* (CYFSA). While most of the CYFSA was proclaimed on April 30, 2018, the extension of child protection services to age 18 was implemented on January 1, 2018. Proclamation of Part X of the Act, regarding Privacy and the collection, use and storage of Personal Information, was deferred to January 1, 2020. The proclamation of the CYFSA followed an extensive review of the previous legislation, which included significant consultation. The CYFSA, 2017 puts children at the center of decision-making and supports more accountable, responsive and accessible child and youth services. It also strengthens oversight of children’s aid societies and licensed residential care, including:

- Raising the age of protection from 16 to 18 to increase protection services for more vulnerable youth in unsafe living conditions, to support their education and to reduce homelessness and human trafficking;
- Strengthening the focus on early intervention, helping to prevent children and families from reaching crisis situations at home;
- Making services more culturally appropriate for all children and youth in the child welfare system, including Indigenous and Black children and youth, to ensure they receive the best possible support;
- Improving oversight of service providers, including Children’s Aid Societies, so that children and youth receive consistent, high-quality services across Ontario;
- Privacy and disclosure of information requirements

On October 1, 2021, the *CYFSA, 2017* was further amended to support Bill 251, Combating Human Trafficking Act, 2021. The amendments created two (2) new criteria that define when a child or youth is in need of protection as it relates to child sex trafficking, as well as amended how child welfare engages with youth 16 and 17 years of age who are found to require protection due to sex trafficking. Bill 251 further increases the penalties for persons, including traffickers, who interfere with a child in the society's care and amends Duty to Report requirements.

**\*Note:** The *Child, Youth, and Family Services Act, 2017* (CYFSA) requires that the Minister of Children, Community and Social Services (MCCSS) conduct a review every five years and report the results of the review to the public. The Ministry announced the review of the CYFSA in May 2023 and, through a series of engagement sessions with representatives from children’s aid societies and youth with lived experience, sought input from those with experience providing and receiving services covered under the CYFSA. The Ontario Association of Children’s Aid Societies (OACAS) will prepare a written submission outlining sector priorities and suggested changes to the legislation that would support improving services and outcomes for children, youth, and families.

## CHILD WELFARE REDESIGN

In July 2020, the Ontario government announced its strategy to redesign the child welfare system by focusing directly on the needs of children and youth to create solid foundations to support strong families. The redesign focuses on enhancing community-based prevention services so that services are high quality, culturally appropriate and truly responsive to the needs of children, youth and families. More emphasis is placed on ensuring that all community sectors understand the importance of supporting families and working together to address the various challenges families face. Redesign addresses systemic issues within and across sectors serving vulnerable children and families. Priority focus areas for child welfare include family-based care settings, improving the overall quality of care for children and youth, and supporting societies to balance their budgets.

The five (5) pillars guiding the redesign that are focused on prevention, early intervention and seeking more permanent homes for children and youth in the child welfare system include:

1. Child, youth, family and community wellbeing
2. Quality of care
3. Strengthening youth supports
4. Improving stability and permanency
5. System accountability and sustainability

A number of redesign initiatives are underway:

### Ready Set Go (RSG):

Youth exiting the child welfare system typically experience poorer outcomes compared to the general Canadian youth population. Many youth who have grown up in the care of the child welfare system often do not have a stable home environment and strong relationships with supportive peers and adults. Research shows that these youth are more likely to experience a range of complex challenges, such as homelessness, mental health concerns, unemployment, lack of educational achievement and involvement in the justice system.

This year, the Ministry of Children, Community and Social Services (MCCSS) announced changes to the program that supports youth over 18 who have been in the care of a children's aid society. A new program, "Ready, Set, Go (RSG)" took effect on April 1, 2023.

Under the RSG program, children's aid societies will emphasize helping children and youth in care plan for their future at an earlier age. Starting at age 13, youth in care will begin to learn more practical life skills and make concrete educational goals. At age 15, the emphasis will expand to financial literacy and preparing youth for the workforce, including managing personal finances, setting up a bank account, grocery shopping, résumé building, and how to access social services and other supports.

The RSG program will also allow youth to remain in care until the age of 23 (previously 21). The monthly financial support they receive will be raised to provide youth with a better quality of life and safer housing opportunities, thus enabling them to focus more on their studies and/or their jobs.

### Quality Standards Framework (QSF):

Also this year, MCCSS introduced new regulatory amendments to support the implementation of the [Quality Standards Framework: A Resource Guide to Improve the Quality of Care for Children and Young Persons in Licensed Residential Settings](#). These new Quality Standards Framework (QSF) regulations, which came into effect on July 1, 2023, seek to improve the quality-of-care children and youth in the care of a children's aid society receive.

MCCSS is committed to prioritizing family-based placements and improving the group care experience for children and youth who cannot be placed in a family-based setting. MCCSS has committed to engaging with the child welfare sector to understand better the challenges associated with finding appropriate placement options for youth with complex needs.

Some highlights from the QSF regulations include:

- New regulatory requirements for pre-service educational qualifications for frontline staff and supervisors, and enhanced foster parent trainings.
- New requirements for child-specific safety assessments and safety plans.
- Enhanced service planning, including before a child or youth's admission to a placement and at transitions. For example, amendments will be made to the pre-placement assessment, case management and Plans of Care requirements.
- Further requirements to enhance the youth's voice in the care they receive.
- Clarification and establishment of the rules and restrictions specific to the use of physical and mechanical restraints. Enhanced expectations regarding the planning for a child or youth's education.
- Amendments to the complaints requirements to support fairer, impartial, transparent and objective complaints mechanisms for children, youth and their families.

## CALLS TO ACTION FROM OUR INDIGENOUS PARTNERS

The history and impact of harmful child welfare policy and practices on Indigenous peoples has created a divide and mistrust that continues to be deeply ingrained and threaded through multiple generations. With targeted practices related to Colonization and the passing of laws, including the British North America Act and the Indian Act, Indigenous peoples have been marginalized, segregated and left dependent on the government and its institutions.

Child welfare agencies in Ontario are deeply concerned about the over-representation of Indigenous children in their care and the critical feedback from Indigenous communities about the current system's negative impact on Indigenous children, families and communities. The Ontario Association of Children's Aid Societies (OACAS) and child welfare agencies across Ontario have worked to evolve several priorities in support of Indigenous child welfare and improving services to Indigenous families while trying to mitigate the over-representation of Indigenous children in child welfare throughout the province. Some of these activities have included:

- Development of a Reconciliation Framework from OACAS intended to guide agencies to rebuild relationships and support restoration through enhanced advocacy in partnership with local First Nation communities that compels the Ministry to devolve services.
- Think Tank consultation process with representation of Executive Directors, OACAS and leadership from Indigenous service providers, communities and political bodies.

- Executive Leadership Section cultural awareness engagements.
- Executive Leadership beginning to mark milestones in the journey through Acknowledgement and Apology engagements. In July 2017, the Ontario child welfare sector unanimously agreed to prioritize Reconciliation with Indigenous communities through eight key commitments (specifically addressed further in this report).

## KEY INITIATIVES AND ACTIVITIES SUPPORTING STRATEGIC DIRECTIONS

At JF&CS, we engage in several initiatives to ensure that we are delivering the most client-centric service possible to our community. These initiatives include:

### STRATEGIC DIRECTION: LEAD THROUGH SERVICE EXCELLENCE, ENHANCING AND SUPPORTING OUR CLINICAL MODEL OF SERVICE

Initiative	Activity
<p><b>Multi-Service Wrap-Around Approach</b></p>	<p>Our child welfare services are fully integrated with over thirty other programs and services at JF&amp;CS. These include child and adult mental health, woman abuse, financial assistance, educational/vocational support, individual, couple and group counselling services, and youth preparation for independence programs and services.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, 228 families receiving child welfare services also received other supportive services through JF&amp;CS.</li> <li>○ In 2019-2020, 279 families receiving child welfare services also received other supportive services through JF&amp;CS.</li> <li>○ In 2020-2021, 599 families receiving child welfare services also received other supportive services through JF&amp;CS.</li> <li>○ In 2021-2022, 244 families receiving child welfare services also received other supportive service through JF&amp;CS.</li> <li>○ <b>In 2022-2023, 205 families receiving child welfare services also received other supportive services through JF&amp;CS.</b></li> </ul> <p><i>* Note that the number had risen significantly over the 2020-2021 period. It was hypothesized that a large part of this was due to the multi-faceted and more complex issues facing families due to COVID-19 and the extent to which this agency had provided various wrap-around services in response to the increasing complexity of needs. It is further hypothesized that the number for the previous and current period is more in line with those prior to 2020-2021 because community supportive services are now more available and accessible and that, for some, there has been a transition into a “new normal”.</i></p>
<p><b>Domestic Violence-Child Welfare Co-Location Model</b></p>	<p>At JF&amp;CS, child welfare workers and woman abuse workers work closely together to safely plan and support families where domestic violence is present. When appropriate, workers consult with one another, attend home visits together, and work within a collaborative model. On any given day, at least one child protection worker and one woman abuse worker are “on-call” for potential emergencies.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, 85 families receiving child welfare services also received counselling services through our Woman Abuse Program.</li> <li>○ In 2019-2020, 89 families receiving child welfare services also received counselling services through our Woman Abuse Program.</li> <li>○ In 2020-2021, 83 families receiving child welfare services also received counselling services through our Woman Abuse Program.</li> <li>○ In 2021-2022, 98 families receiving child welfare services also received counselling services through our Woman Abuse Program.</li> <li>○ <b>In 2022-2023, 75 families receiving child welfare services also received counselling services through the Woman Abuse Program.</b></li> </ul>

<p><b>Domestic Violence-Child Welfare Co-Location Model (cont.)</b></p>	<p><i>*Note: The number of child welfare cases has decreased overall. Part of this is due to the “wrap-around” service delivery model and the ability to provide other agency services to families, thereby reducing risk where appropriate. It is hypothesized that the decrease in the amount of families serviced by the Woman Abuse Program is consistent with the reduction of families serviced by child welfare overall.</i></p>
<p><b>Poverty Reduction</b></p>	<p>Poverty Reduction activities at JF&amp;CS seek to address the individual and systemic barriers a person living in poverty may face. Our approach centers around building a person’s assets along multiple dimensions, including basic needs, skills, and employment.</p> <p>JF&amp;CS has adopted the Sustainable Livelihoods Framework (SLF) (Murray &amp; Ferguson, 2001) as the theoretical model underlying its Poverty reduction efforts. The SLF addresses the human (e.g., employable skills and knowledge, good physical and mental health) and social capital (e.g., personal and professional networks) involved in moving out of poverty while also addressing the role of systemic pressures (e.g., unaffordable housing). This comprehensive approach addresses the complex and numerous causes and consequences of poverty – and the interplay between them.</p> <p>While supplementary budgets are still a component of our Poverty Reduction suite of services, they are undergirded by Holistic Case Management, due-diligence in reviewing financial and bank records, and approvals from a Standing Committee that reviews every budget to determine the appropriate level of support, based on the client’s circumstances and potential. This process ensures clients receive a full array of timely and appropriate services, of which financial support is only one part. Positions and services of this program include:</p> <p><b>Financial Advocacy, Empowerment, and Problem-solving Services (FEPS) Worker:</b></p> <ul style="list-style-type: none"> <li>• Assisting in accessing services and benefits (e.g., debt consolidation, tax filing, subsidized housing application)</li> <li>• Assisting in creating and managing a budget and setting financial goals</li> <li>• Providing individual and group sessions focusing on financial literacy and financial empowerment</li> </ul> <p><b>Food Security:</b></p> <ul style="list-style-type: none"> <li>• Providing short-term case management, service coordination and access to funds to purchase food</li> </ul> <p><b>Housing Case Aide Worker:</b></p> <ul style="list-style-type: none"> <li>• Supporting clients in accessing affordable housing</li> <li>• Ensuring clients are on the appropriate wait-lists for affordable housing</li> <li>• Supporting clients in keeping their housing</li> <li>• Liaising with community and government partners related to housing</li> </ul> <p><b>Opportunity Funds (additional funds to assist in providing opportunities for special additional needs such as:</b></p> <ul style="list-style-type: none"> <li>• Extra-curricular, educational, recreational and social activities for children and youth</li> <li>• Post-secondary educational needs for young adults</li> <li>• Support for children and youth with special needs</li> <li>• Vocational training and recertification for adults</li> <li>• Simcha- Life cycle events</li> <li>• Support to seniors</li> <li>• Emergency needs for abused women</li> <li>• Hospice funds</li> <li>• Emergency housing and homelessness prevention</li> </ul>



<p>Poverty Reduction (cont.)</p>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Assistance with the provision of beds/mattresses</li> <li>• Alpha Omega dental program</li> <li>• JRCC furniture bank</li> <li>• Produce boxes</li> <li>• Holiday assistance</li> </ul> <ul style="list-style-type: none"> <li>○ In 2018-2019, 608 instances of financial support were provided to families receiving child welfare services.</li> <li>○ In 2019-2020, 519 instances of financial support were provided to families receiving child welfare services.</li> <li>○ In 2020-2021, 599 instances of financial support were provided to families receiving child welfare services.</li> <li>○ In 2021-2022, 295 instances of financial support were provided to families receiving child welfare services.</li> <li>○ <b>In 2022-2023, 277 instances of financial support were provided to families receiving child welfare services.</b></li> </ul> <p><i>* Note that the figure has significantly reduced over the last two periods; it is hypothesized that this is attributed to a shift to a more holistic service provision (and the capturing of data as a result of this shift). Furthermore, throughout the Covid-19 pandemic, several of our clients have been eligible for special time-limited Government grants. There has also been an increase of “community links” and a decrease in the number of investigations opened due to our agency’s unique ability to offer supportive services to help minimize risk.</i></p>
<p>JVS/JF&amp;CS Joint Employment Program</p>	<p>JVS/JF&amp;CS Joint Employment Program is a collaborative effort between Jewish Vocation Services (JVS) and JF&amp;CS to empower individuals in our community to break the cycle of poverty by achieving self-sufficiency through meaningful employment. Clients may present with a range of circumstances and personal difficulties that present barriers to re-employment, such as separation and divorce, depression and anxiety, significant mental health issues, family violence, lack of sufficient skills or work experience, criminal records, physical health challenges and disabilities. The program combines financial and psycho-social support from JF&amp;CS social workers and in-depth employment counselling by JVS employment specialists.</p> <p>For 2018-2020:</p> <ul style="list-style-type: none"> <li>• JF&amp;CS referred a total of 145 clients to the Joint Employment Program.</li> <li>• 43% found meaningful employment and became financially self-sufficient.</li> <li>• Evidence that participants demonstrated movement toward a better labour market in the short-term: <ul style="list-style-type: none"> <li>○ 8% completed unpaid Work Experience</li> <li>○ 79% determined a clear career target/ job objective</li> <li>○ 16% upgraded their skills</li> <li>○ 86% completed up-to-date and targeted resumes</li> <li>○ 36% participated in pre-employment workshops</li> <li>○ 48% worked actively with Job Developer</li> <li>○ 71% registered with the EMET-Employment online job board</li> <li>○ 40% completed a LinkedIn profile</li> <li>○ 50% attended Job Fairs or reported other active job search actions</li> </ul> </li> <li>• Positive outcomes were demonstrated through 6 and 12-month follow-ups: 82 % of the respondents were still employed after 6 months, and 68 % after a year (please note that this does not include those we could not reach for information).</li> </ul> <p>For 2020-2021:</p>

## JVS/JF&CS Joint Employment Program (cont.)

- JF&CS referred a total of 123 clients to the Joint Employment Program
- 50 % of individuals found meaningful employment and became financially self-sufficient.
- Evidence that participants demonstrated movement toward a better labour market in the short-term:
  - 8% completed an Unpaid Work Experience
  - 78% determined a clear career target/job objective
  - 13% upgraded their skills
  - 72% completed up-to-date and targeted resume(s)
  - 53% participated in pre-employment workshops
  - 54% worked actively with a Job Developer
  - 67% registered with the EMET-Employment online job board
  - 40% completed a LinkedIn profile
  - 30% attended Job Fairs or reported other active job search actions
- Positive outcomes were demonstrated through 6 and 12-month follow-ups: 76% of the respondents were still employed after 6 months, and 63% after a year (please note that this does not include those we could not reach for information).

### For 2021-2022:

- JF&CS referred a total of 93 clients to the Joint Employment Program
- 59 % of individuals found meaningful employment and became financially self-sufficient.
- Evidence that participants demonstrated movement toward a better labour market in the short-term:
  - 6% completed an Unpaid Work Experience
  - 73% determined a clear career target/job objective
  - 16% upgraded their skills
  - 75% completed up-to-date and targeted resume(s)
  - 28% participated in pre-employment workshops
  - 29% worked actively with a Job Developer
  - 54% registered with the EMET-Employment online job board
  - 28% completed a LinkedIn profile
  - 290% attended Job Fairs or reported other active job search actions
- Positive outcomes were demonstrated through 6 and 12-month follow-ups: 61% of the respondents were still employed after 6 months, and 58% after a year (please note that this does not include those we could not reach for information).

### For 2022-2023:

- 87 JF&CS clients were referred to the Joint Employment Program. These individuals enrolled in the program to build their confidence and self-esteem, develop job search skills and acquire tools necessary to enter the labour market.
- Evidence that participants demonstrated movement toward a better labour market in the short-term:
  - 89 employability assessments were completed and accompanied by service plans.
  - 50% obtained employment and no longer rely on social or community assistance. 32% of long-time unemployed individuals with multiple and complex barriers enrolled in training and skills development for successful career pursuit. While in training, these individuals are not receiving social or community assistance.
  - 10% enrolled in work experience placements, which bridge them into the paid workforce through gaining experience, skills, references and confidence.

JVS/JF&CS Joint Employment Program (cont.)	<ul style="list-style-type: none"> <li>○ 40% were assisted in designing and posting LinkedIn profiles, which are increasingly important for career advancement and impact their job search.</li> </ul>
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**STRATEGIC DIRECTION: IMPROVING AND ENHANCING SERVICES TO YOUTH WHO HAVE/WILL BE GRADUATING OUT OF CARE INTO INDEPENDENCE**

Initiative	Activity
<p>Pearl Project</p>	<p>The Pearl Project was launched in 2015 to support and serve young people who have graduated or “aged out” of the foster care system. JF&amp;CS founded The Pearl Project to support youth with practical needs – housing, employment, education, and financial matters. These young adults are also supported with their need for community, mentorship, connections and a sense of belonging, all in the context of a long-term commitment to their success and wellbeing. The word “Pearl” was chosen because pearls begin as grains of sand and only develop when the appropriate cushioning, protection and support is provided.</p> <p>The Pearl Project has forged a number of community partnerships, which include:</p> <ol style="list-style-type: none"> <li>1. Allan Mayer Career/Personal Counselling- <a href="https://www.alanmayer.com/personal-counselling-service">https://www.alanmayer.com/personal-counselling-service</a></li> <li>2. Benjamin’s Funeral Home</li> <li>3. Chef Jordan Wagman – <a href="http://www.jordanwagman.com">www.jordanwagman.com</a></li> <li>4. Elizabeth Eisner Life Coach</li> <li>5. Equilibrium Lifestyle Management</li> <li>6. Eye movement desensitization and reprocessing (EMDR) therapy - Laurie Savlov</li> <li>7. Graham Watson- Individual counselling- <a href="https://grahamwatson.ca/contact-us.p">https://grahamwatson.ca/contact-us.p</a></li> <li>8. Harold Green Jewish Theatre <a href="https://www.hgjewishtheatre.com/">https://www.hgjewishtheatre.com/</a></li> <li>9. Horses at Heart – <a href="http://www.horsesatheart.com">www.horsesatheart.com</a></li> <li>10. Horse Therapy Centre of Canada <a href="https://www.horsetherapycanada.com/">https://www.horsetherapycanada.com/</a></li> <li>11. Howie, Sacks &amp; Henry LLP Personal Injury Law <a href="http://www.hshlawyers.com">www.hshlawyers.com</a> Offers guidance, mentorship and employment opportunities to appropriate youth.</li> <li>12. JLS Entertainment – <a href="http://www.duosantos.com">www.duosantos.com</a> Our youth help to videotape and record the singing contest/ receive music lessons / receive media production mentorship &amp; training</li> <li>13. JVS – <a href="http://www.jvstoronto.org">www.jvstoronto.org</a></li> <li>14. MAC Suites - <a href="https://www.macsuites.ca/">https://www.macsuites.ca/</a> Provide access to free furniture</li> <li>15. Miles Nadal JCC - <a href="https://www.mnjcc.org/">https://www.mnjcc.org/</a></li> <li>16. Dr. Wendy Moore- Psychiatrist</li> <li>17. Ontario Flute Centre - Jay Gemmil <a href="http://www.ontarioflutecentre.ca">www.ontarioflutecentre.ca</a></li> <li>18. PARC Connections Program - <a href="https://www.parcyouth.com/connections">https://www.parcyouth.com/connections</a></li> <li>19. Prosserman JCC <a href="https://www.prossermanjcc.com/">https://www.prossermanjcc.com/</a></li> <li>20. Schwartz-Reisman Centers <a href="https://srcentre.ca/">https://srcentre.ca/</a></li> <li>21. Shoresh - <a href="http://shoresh.ca/">http://shoresh.ca/</a></li> <li>22. StepStones for Youth <a href="https://www.stepstonesforyouth.com/">https://www.stepstonesforyouth.com/</a></li> <li>23. WJ Properties - <a href="https://www.wjproperties.ca/">https://www.wjproperties.ca/</a></li> </ol> <p>Pearl Project Data Elements:</p> <ul style="list-style-type: none"> <li>▪ 24 Pearl Project clients served over this period</li> </ul>

<p>Pearl Project (cont.)</p>	<ul style="list-style-type: none"> <li>▪ 17% received short-term and/or ongoing financial assistance</li> <li>▪ 71 % of youth received one-time financial support</li> <li>▪ 71% of youth received other agency supports and/or referrals</li> </ul> <p>In April 2019, JF&amp;CS commissioned a Cost Benefit Analysis (CBA) Study concerning the Pearl Project to determine the long-term return for every dollar invested in the Pearl Project members. By analyzing potential benefits concerning the avoidance or decreased use of mental health services, avoided incarceration, lower rates of accessing Ontario Works (as a result of unemployment, and the corresponding gains to the government of annual tax revenues (as a result of being employed) the CBA revealed that there would be a government return of <b>\$9.40 per every \$1 invested.</b></p>
<p>Counselling Cases when CIC closes</p>	<p>Being a fully integrated, multi-service agency, we were able to implement a practice that ensures that the day youth age out of care, we simultaneously open a counselling file for that youth/young adult and assign it to the same Child in Care Worker with whom the youth/young adult has established a relationship. This practice allows the agency to continue to help and support the youth to plan for a successful transition to adulthood.</p>

**STRATEGIC DIRECTION: STRENGTHENING FAMILIES**

Initiative	Activity
<p>Supporting children and youth to remain in their own homes and communities</p>	<p>At JF&amp;CS, a high value is placed on supporting children and youth to remain in their families of origin. As such, significant efforts have been made (as indicated in our clinical model of service) to support families in crisis via targeted prevention work. However, when children and youth cannot be cared for by their parents or guardians, their next best placement is within their extended family or community network. Such an arrangement/placement is known as a “kinship” placement. Finding, establishing and maintaining kinship arrangements is labour-intensive. It often requires a large amount of financial and clinical support, but the benefits to the families and children we serve are significant. With this focus, the number of children in the care of the agency remains low.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, this average was 26.</li> <li>○ In 2019-2020, this average was 26.</li> <li>○ In 2020-2021, this average was 28.</li> <li>○ In 2021-2022, this average was 31.</li> <li>○ <b>In 2022-2023, this average was 31.</b></li> </ul> <p>Out of all the children receiving child protection services from JF&amp;CS, very few of them are ever admitted into the care of the agency. This means that the large majority of children remain in the care of their own families/community.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, 1.4% of children served through child protection services were admitted into the care of the agency; 98.6% remained in the care of their family/community.</li> <li>○ In 2019-2020, 1.1% of children served through child protection services were admitted into the care of the agency; 98.6% remained in the care of their family/community.</li> <li>○ In 2020-2021, 1.19% of children served through child protection services were admitted into the care of the agency; 98.8% remained in the care of their family/community.</li> </ul>

<p>Supporting children and youth to remain in their own homes and communities (cont.)</p>	<ul style="list-style-type: none"> <li>○ In 2021-2022, 1.1% of children served through child protection services were admitted into the care of the agency; 98.9% remained in the care of their family/community.</li> <li>○ <b>In 2022-2023, 1.8% of children served through child protection services were admitted into the care of the agency; 98.2% of children remained in the care of their family/community.</b></li> </ul>
<p>Targeted Prevention Work</p>	<p>The agency places a strong emphasis on supporting families to parent their children. Several efforts are made to strengthen families and parents’ ability to raise and nurture their children safely. When risk factors are identified within a family, our child protection staff focus on targeted prevention. Many in-home supports are implemented, such as Child and Youth Workers (CYW), financial assistance, camp subsidies, clothing, gas/transportation support, furniture and baby supplies, instrumental and financial assistance for accessing extra-curricular activities, counselling and assessments.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, \$ 65,120 was allocated to such supports.</li> <li>○ In 2019-2020, \$ 40,525 was allocated to such supports.</li> <li>○ In 2020-2021, \$ 29,777 was allocated to such supports.</li> <li>○ In 2021-2022, \$ 47,753 was allocated to such supports.</li> <li>○ <b>In 2022-2023, \$ 66,694 was allocated to such supports.</b></li> </ul> <p><i>*Note that in the 2020-2021 period, fewer dollars were allocated to in-home and community supports. It is believed that a significant reason for this was that many of these supports were not available in person or were provided virtually during the Covid 19 “Stay-at-Home” orders. As expected, the previous and current period illustrates an increase in these allocations, more in line with previous years.</i></p>
<p>Partnering for Success (P4S) Program</p>	<p>The P4S program is designed to support families to reduce incidences of child abuse and neglect by increasing the capacity of parents to manage their children’s behavioural and emotional issues more effectively. The service is offered to families in their homes.</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, 8 families receiving child protection services from JF&amp;CS were supported by the P4S program.</li> <li>○ In 2019-2020, 10 families receiving child protection services from JF&amp;CS were supported by the P4S program.</li> <li>○ In 2020-2021, 5 families receiving child protection services from JF&amp;CS were supported by the P4S program.</li> <li>○ In 2021-2022, 6 families receiving child protection services from JF&amp;CS were supported by the P4S program.</li> <li>○ <b>In 2022-2023, 4 families receiving child protection services from JF&amp;CS were supported by the P4S program.</b></li> </ul> <p><i>*Note that in 2022-2023, JF&amp;CS embarked on a Service Model Review to ensure community services align with our strategic priorities and community needs. The P4S Program is an example of one of the services being reviewed. Important to note is that in 2022, a Child and Youth Worker (CYW) position was added to the Child Protection team; the CYW serviced 41 families as a preventative measure where placement outside of the home was being considered.</i></p>
<p>Alternate Dispute Resolution (ADR)</p>	<p>ADR is a strategy to streamline court processes and/or adversarial client-agency relationships and encourage alternatives to court action. It focuses on a more strength-based, inclusive and collaborative approach to resolving child protection disputes and encourages the involvement</p>

<p><b>Alternate Dispute Resolution (ADR) (cont.)</b></p>	<p>and support of the family, extended family and community in planning and decision making for children.</p> <p>Through ADR efforts, as well as our multi-service, wrap-around clinical model of service, the number of child protection cases requiring Court interventions remains very low. This is evidenced by the percentage of active child protection cases before the Courts:</p> <ul style="list-style-type: none"> <li>○ In 2018-2019, this percentage was 7.9%. This means that 92.1% of families served through child protection were working voluntarily with the agency.</li> <li>○ In 2019-2020, this percentage was 6.4%. This means that 93.6% of families served through child protection were working voluntarily with the agency.</li> <li>○ In 2020-2021, this percentage was 5.5%. This means that 94.5% of families served through child protection were working voluntarily with the agency.</li> <li>○ In 2021-2022, this percentage was 3.4%. This means that 96.6% of families served through child protection were working voluntarily with the agency.</li> <li>○ <b>In 2022-2023, this percentage was 1.8% (8 referrals to ADR). This means that 98.2% of families serviced through child protection were working voluntarily with the agency.</b></li> </ul> <p><i>* Note: Historically for many years, JF&amp;CS had an exclusive contract to purchase legal services from an external law firm. In 2022, a new legal service model was developed whereby all legal services were brought in-house. The new service delivery model has enhanced our ability to work collaboratively and seamlessly with our legal department and has ensured that our strength based and non-adversarial approach to working with families is embedded in all areas of our service and legal practices.</i></p>
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**STRATEGIC DIRECTION: FINDING PERMANENCY FOR ALL CHILDREN AND YOUTH IN CARE**

Initiative	Activity
<p><b>Family Finding</b></p> <p><b>Family Finding (cont.)</b></p>	<p>The goal of Family Finding is to connect each child with members of the child’s family, extended family and community of origin, so that every child may benefit from the lifelong connections that a family and community provide.</p> <ul style="list-style-type: none"> <li>○ In 2017-2018, the family finder engaged in 12 additional child protection cases. Within these 12 cases, 10 kin placements were approved, which included 5 situations where children/youth were discharged from care and into Kinship homes.</li> <li>○ In 2018-2019, the family finder engaged in 13 additional child protection cases. Within these 13 cases, 12 kin placements were approved, which included 4 situations where children/youth were discharged from care and into Kinship homes.</li> <li>○ For 2019-2020, the family finder engaged with 10 additional child protection cases. Within these 10 cases, 7 kin placements were approved. In addition to these cases, 3 children placed in foster care, were subsequently placed with kin thanks to the efforts of the family finder.</li> <li>○ For 2020-2021, the family finder engaged with 8 child protection cases. As a result, 4 of these protection cases subsequently led to kin placements, thus preventing those children from coming into the care of the agency. The family finder also engaged in searching for families related to 3 cases of Children in Care. In one of these instances,</li> </ul>

	<p>the child ended up being discharged from care and placed in the care and custody of kin.</p> <ul style="list-style-type: none"> <li>○ For the 2021-2022 period, the family finder engaged with 11 child protection cases where there was potential for children to be placed outside of the biological home and in the care of the agency. As a result, 7 of these children were successfully placed with kin and thus, were not placed in foster care. 2 of the children were able to remain with their biological families, with support.</li> <li>○ <b>For the 2022-20223 period, the family finding model was used in 18 child protection cases where there was potential for children to be placed outside of the biological home and in the care of the agency.</b></li> </ul>
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**STRATEGIC DIRECTION: IMPLEMENTING PROVINCIAL PRIORITIES AND INITIATIVES**

Initiative	Activity
<p><b>Indigenous Commitments</b></p>	<p>There is a history of legislated oppression and cultural genocide of the First Nations, Inuit, Metis (FNMI) people of Canada. From the 1960s through some of the 1990s, 130 “Residential Schools” were created across Canada in which a total of 150,000 FNMI children were sent. These children were removed from their families and were immersed in both Christian and Anglo European traditions and values, while their Aboriginal languages and identities were suppressed. The schools themselves bore stark conditions, with excessive discipline and occasional brutality.</p> <p>In 1951, legislation was enacted to enable provincial child welfare service delivery to status Indians on reserve. This led to what has been called the “60s Scoop”, a practice in child welfare in which social workers, tried to <i>resolve</i> the problems associated with the condition of FNMI children, by apprehending them from their families, and placing them in Residential Schools. In 1950, there were only a few FNMI children in the care of provincial child welfare systems. However by 1980, FNMI children, who comprised 2% of the nation’s child population at that time, made up 12% of the population of children in care. This trend/injustice continues today.</p> <p>The legacy of the 60s Scoop continues to be felt. Large numbers of FNMI children were apprehended and placed for adoption, almost always with non-FNMI families, in different provinces or outside of the country. Of all status Indian children apprehended between 1971 and 1981, 70-85% were adopted by non-FNMI parents.</p> <p>In recognition of the legacy of residential schools and the Sixties Scoop, Child Welfare in Ontario has been actively building relationships with the First Nations communities across the province and restoring the responsibility of providing child welfare services back to indigenous communities.</p> <p>The release of the Truth and Reconciliation Commission’s (TRC) report in the spring of 2015, has made the child welfare sector redouble its efforts. The final report includes five (5) recommendations that specifically call out child welfare and relate to principles of connection, responsibility, involvement of the community in the lives of their children, and acknowledging cultural differences, in that one size doesn’t fit all in terms of engaging with families.</p> <p>As a result of this, many initiatives have been enacted through OACAS to respond to the very specific needs of the FNMI population. Nine (9) key commitments have been made and are being actively pursued by all child welfare agencies in the province. These include:</p> <ul style="list-style-type: none"> <li>● Reduce the number of Indigenous children in care</li> <li>● Reduce the number of legal files involving Indigenous children and families</li> </ul>

Indigenous Commitments  
(cont.)

- Increase the use of formal Customary Care
- Ensure there is Indigenous representation on the Board level
- Implement mandatory Indigenous training for staff
- In consultation with Indigenous communities, create a unique agency plan to better address the needs of the children and families in those communities
- Continue to develop relationships between local agency and Indigenous communities
- Connection to culture and identity for children in care: involvement in community events, teachings, customs and ceremonies
- Change inter-agency protocol to include Jordan’s Principle as a fundamental principle. *(Jordan’s Principle states that FNIM children should get the same health and social services and supports as all other children in Canada, regardless of where they live. Issues of jurisdiction must not be allowed to become a barrier to the realization of this principle).*
- In 2020, a new policy directive was issued approving the use of “Heart and Spirit” as a home study process for the Indigenous people as an alternative to SAFE and PRIDE. This process for approving foster/customary care providers and adoption applicants in the Indigenous community is grounded in Indigenous values, philosophies and practices focused on Indigenous child and youth caring traditions.

The JF&CS's primary contact with the Indigenous community had historically been in conducting sensitive investigations (if a conflict of interest is identified) on behalf of Native Child and Family (NCFS). In such situations, JF&CS would have consulted with NCFS in order to ensure that JF&CS had a full understanding of the clients’ Indigenous identity and heritage and that the service and legislative requirements that arose from this identity were met in as culturally sensitive a manner as possible.

With the number of Indigenous Child and Family Wellbeing agencies in the province growing, NCFS will now be referring their sensitive investigations to another Indigenous Child and Family Wellbeing agency, and thus, JF&CS’s role in this regard will be decreasing.

JF&CS, NCFS and other Indigenous Child and Family Wellbeing agencies continue to enjoy a collaborative partnership that, at its core, shares an understanding and sensitivity of intergenerational trauma.

In 2022, all JF&CS child welfare staff participated in a training provided by The Association of Native Child and Family Services of Ontario (ANCFSAO) “Becoming an Ally: Culturally Safe Child Welfare Practice with First Nations, Metis, and Inuit Families in Ontario. This two day training is a cultural awareness training for child welfare workers and professionals serving Indigenous children and families.

One Vision One Voice

One Vision One Voice (OVOV) is a program led by the African Canadian community. It is funded by the Ontario Government through the Ontario Association of Children’s Aid Societies (OACAS) and addresses the overrepresentation of African Canadian families in the child welfare system. The OVOV program, in partnership with the African Canadian community, has developed a Practice Framework, made up of 11 Race Equity Practices, to be used by child welfare staff to improve outcomes for African Canadian children and families. The goal is to address the disproportionalities and eliminate the disparities in outcomes for African Canadian families when involved with the child welfare system.

The core 11 Race Equity Practices are as follows:

1. Commit to courageous leadership
2. Collect and analyze data to measure racial disproportionality and disparities
3. Evaluate programs and monitor performance
4. Allocate appropriate and dedicated resources



<p><b>One Vision One Voice (cont.)</b></p>	<ol style="list-style-type: none"> <li>5. Engage African-Canadian parents and communities</li> <li>6. Engage and educate mandated referrers</li> <li>7. Establish effective internal complaints mechanisms</li> <li>8. Enhance human resource management</li> <li>9. Provide daily supervision, ongoing training, and supports for staff, volunteers and caregivers</li> <li>10. Establish collaborations and partnerships</li> <li>11. Strengthen the ability of caregivers to support African-Canadian children and youth</li> </ol> <p>In 2023, JF&amp;CS added a Manager of Equity, Diversity and Inclusion to our staff compliment.</p> <p>With respect to work on policies and procedures, organizational strategies including “Embedding our Values in the Workplace”, decision-making, the CEO ensures equity and anti-oppression lenses are applied.</p> <p>JF&amp;CS is committed to exercising leadership through an equity practice which reflects Jewish values, culture and identity.</p>
<p><b>French Language Services</b></p>	<p>French is an official language in Canada and in Ontario, the French language is recognized as an official language in the courts and in education. As such, in an effort to recognize the contribution of the cultural heritage of the French speaking population and the need to preserve it for future generations, on July 1, 2011, the Ontario Legislative Assembly passed Regulation 284/11. This Regulation mandated all government funded agencies to have an “active offer” of French Language Services (FLS). Having an active offer of FLS means that services in French are readily available, easily accessible and of comparable quality to those offered in English.</p> <p>In February 2013, the OACAS hosted a summit to promote knowledge and develop strategies on delivering FLS within the Ontario child welfare sector. The OACAS French Language Advisory Committee collaborated with Marie-France LeFort, <i>Owner and Principal of Proforem Inc.</i> to develop the “Guide For Moving Forward On French Language Services In Ontario’s Child Welfare Sector”. At this time, each CAS identified a FLS Champion to take the lead on ensuring that their agency is working toward implementing an active offer of French Language Services.</p> <p>Having an “active offer” of FLS includes the following:</p> <ul style="list-style-type: none"> <li>• A bilingual greeting in person and on the phone</li> <li>• The visual identification of all bilingual staff</li> <li>• The publication of documents in a bilingual format and the transmittal of correspondence in the official language preferred by the family</li> <li>• Bilingual Website</li> <li>• The positing of bilingual signs</li> </ul> <p>JF&amp;CS is committed to having an active offer of French Services for our clients. To date, we have had little to no requests for services in French.</p> <p>Some of initiatives that we have undertaken at JF&amp;CS include the following:</p> <ul style="list-style-type: none"> <li>• Identification of all bilingual staff</li> <li>• A list of all agencies offering French Language Services, which Intake can access and offer to callers/clients.</li> <li>• Actively promoting, supporting and collaborating with the Central Zone Children’s Aid Societies to support the provision of FLS in the community.</li> <li>• An agreement has been developed with another GTA Children’s Aid Society with larger FLS capacity which outlines a process in which this CAS will conduct a child protection investigation on behalf of JF&amp;CS if a family requests services in French.</li> </ul>

<p>French Language Services (cont.)</p>	<p>Future initiatives for JF&amp;CS include the following:</p> <ul style="list-style-type: none"> <li>• Modify our website to include more French content and information regarding how to access FLS in the community.</li> <li>• A general phone message redirecting clients to services in French</li> <li>• Translate relevant agency pamphlets and relevant external communication into French.</li> <li>• Ensure that there is signage posted in the reception areas at all branches providing referral information for French Language Services</li> <li>• Officially designate bilingual staff by arranging for provincial testing.</li> <li>• Arrange for training of JF&amp;CS staff regarding French Language Services.</li> </ul>
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**STRATEGIC DIRECTION: PARTNERSHIPS AND OUTREACH WITHIN OUR GREATER COMMUNITY**

Initiative	Activity
<p>Diversity, Equity and Inclusion (DEI) &amp; 2SLGBTQ+</p>	<p><b>Equity Diversity and Inclusion (EDI) Committee:</b></p> <p>In 2023, JF&amp;CS created a new position of Manager of Equity, Diversity and Inclusion (EDI). This new management position is the Chair of our staff EDI Committee and serves as the lead on all EDI initiatives across the agency.</p> <p>Over the course of the past year, the EDI Committee led a number of agency initiatives, including coordinating events for the 2023 Truth and Reconciliation day, Black History and Pride month activities. The Committee has begun a process of selecting 20-25 key Annual Days of Significance which will be given a special focus and communication each year. Examples if this are Canadian Jewish Heritage Month and Multiculturalism Day.</p> <p><b>Community Collaborations:</b></p> <p>JF&amp;CS is participating in a working group with the support of the University of Toronto to develop a Pride mental health clinic for 2SLGBTQ+ children, youth and families served by the child welfare system. The group is working on a proposal to establish specialized services to address major health inequalities for 2SLGBTQ+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer or Questioning and additional sexual orientations and gender identities) youth across Ontario.</p> <p>In addition to this, JF&amp;CS is partnering with Jewish 2SLGBTQ+ service providers in Toronto to network and share best practices, education and community information.</p> <p>JFCS participates in a SOGIE (Sexual Orientation, Gender Identity, and Gender Expression) community of practice, which is a meeting involving SOGIE leads from the various child welfare and Indigenous wellbeing agencies in the GTHA. This group came together to form a circle of practice among other SOGIE individuals to share, inspire, learn and support each other in this work.</p> <p>JF&amp;CS enthusiastically and proudly participates in Toronto’s PRIDE parade every year.</p> <p><b>Consultations:</b></p> <ul style="list-style-type: none"> <li>• There continues to be consultations with agency staff regarding 2SLGBTQI+ children, clients and families</li> </ul>

**Diversity, Equity and Inclusion (DEI) & 2SLGBTQ+ (cont.)**

- A staff survey was completed at the end of PRIDE month to gather information on staff's experience with respect to PRIDE activities, as well as to learn how to improve and further engage staff for future years' events

**Building Internal Capacity:**

- Staff have participated in a training series through York Region District School Board on 2SLGBTQ+ identities and experiences followed by 2SLGBTQ+ 201 Clinical Considerations, which focused on equipping clinicians with perspectives and tools for supporting Queer students and families. The upcoming session, @SLGNTQ+ Identity Affirming Activities Trainings session will focus on therapeutic activities designed to engage in exploration of sexual orientation and gender identity/expression, building hope and resiliency and coping strategies
- JF&CS EDI Manager hosted online workshops on "How to be a 2SLGBTQ+ Ally" which focused on terminology, pronouns and allied actions.
- JF&CS EDI Manager hosted an in-person workshop, "Queer and Trans History and Future", which focused on queer and Trans history and current challenges to Trans rights.

**Groups and Workshops:**

- Jewish Rainbow Alliance; a drop-in support group for parents and caregivers to discuss parenting 2SLGBTQ+ children. This group runs four (4) times a year or more, based on need, and will be expanding, following a new collaboration/partnership with the Schwartz/Reisman Center.
- JF&CS sponsored and attended the "8 Gays of Chanukah", hosted by Drag Queen superstar, Gila Munster. This queer, Jewish variety show event showcased Toronto's queer and Jewish talent to raise funds for North America's first queer and Jewish sleepover summer camp.

**No Silence on Race:**

A Canadian organization committed to making Jewish spaces safer for Jews of Colour. JF&CS has signed on as an ally to follow their nine (9) pillars as guiding principles for how we can continue our anti-oppressive journey and become more welcoming and better serving of racialized Jews in our community. These Pillars are:

1. Allyship
2. Education
3. Indigenous Education
4. Equity Consultation
5. Employment
6. Anti-Racism Advisory
7. Jews of Colour Leadership
8. Programming and Partnership
9. Jews of Colour Voices

We are committed to working with other Jewish organizations in addressing the barriers to service and participation in mainstream Jewish life that Jews and other people of colour have faced.

**Inclusivity Statement:**

JF&CS has adopted the following statement: "JF&CS strives for inclusivity in all its programs, serving community members of any income, family structure, ability, sexual orientation, gender identity, and religious affiliation, level of observance, race, ethnicity, cultural identity and place of origin."

<b>Care Unit</b>	CARE units are part of the province-wide effort to combat human trafficking. There are two CARE Units, one in Toronto and one in Durham. Each unit has CAS and law enforcement working together toward prevention and early identification of human trafficking, as well as on the responses and interventions for children and youth who are victimized by or at risk of sexual exploitation. There are bi-weekly implementation meetings chaired by representatives from the Ministry and a joint human sex trafficking protocol was recently signed.
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<b>CAS/VAW (Violence Against Women) Collaboration Advisory Committee</b>	The VAW/CAS Advisory Committee is a community based advisory group that disseminates information and recommendations from MCCSS, and works across the CAS/VAW sector to increase collaboration and enhance service delivery for woman who are victims of domestic violence.
<b>Intimate Partner Violence (IPV)</b>	This informal IPV roundtable brings multiple Societies in the GTA and surrounding areas together to discuss agency policies and procedures around IPV, how each agency provides services to families who may be experiencing IPV, and other topics that are relevant to IPV. It is an opportunity to hear what other agencies are doing, to learn from one another in the hopes of providing the best possible service and outcomes to children, youth and families who are experiencing or have experienced IPV.
<b>Central Zone Children’s Aid Societies</b>	Our involvement with the Central Zone Children’s Aid Societies allows the agency to contribute to the broader (provincial) child welfare sector with respect to emerging issues as well as the coordination of services across all CASs. Some areas of focus include consistent and best practice service delivery, implementation of EDI strategies, reputation building; standards development; governance; government relations; service quality and quality improvement.
<b>Children’s Service System Review and Consultation (CSSRC)</b>	CCSRC is the service resolution mechanism formulated to better support families with children, in the Toronto Region, who have complex special needs, such as Autism Spectrum Disorder. The CSSR was developed in 2005 to provide a forum where cases are presented for consultation so as to better address and navigate the children’s service system needs and gaps. Through the consultation process, collaborative models of service are explored that strengthen service interconnectivity. Ongoing systemic quality improvement is supported by exploring trends and recommendations to case-specific situations.
<b>Special Needs Advisory Group (SNAG)</b>	SNAG aims to advise professionals serving children/youth who have a developmental disability, dual diagnosis and/or complex medical needs, when Service coordination strategies at the local level have been exhausted. It provides a venue for service providers to problem solve with other community partners to resolve service issues and identify gaps in the system and/or situations that require a multiple sector response and need to be reviewed at the CSSRC.
<b>Working Group to address the issues facing servicing families with a child who has Complex Special Needs</b>	This working group, of which JF&CS is a member, explores multiple issues facing families with children with Complex Special Needs and seeks to address gaps in the greater system beyond Child Welfare. Children with Complex Special Needs have historically come into the care and custody of CASs across the province because their families have not been able to cope with and manage their care. This group, along with representatives from the MCCSS is looking into ways in which these families can be supported, and how to advocate provincially and with other sectors so that parents do not lose custody of their children in the absence of child protection concerns.

<b>Director of Service Group (OACAS)</b>	The Provincial Director of Service Group brings together service leaders from across the province representing both Indigenous and Non-Indigenous child welfare agencies and the Ontario Association of Children's Aid Societies. This groups recognizes the need to continuously assess, evaluate and grow the sector in a way that is both strategic and impacts the day to day service delivery of child welfare services in Ontario.
<b>Duty To Report</b>	Several JF&CS child protection workers regularly attend schools (Jewish Day Schools and public schools), synagogues, camps, and other or organizations, in order to provide information and training with respect to child abuse and neglect, as well as to educate professionals on their mandated "Duty to Report".
<b>Education Liaison Program</b>	The Education Liaison Program was established three years ago and is comprised of a variety of members from across children's aid societies, school board personnel, and others. The members support and consult with each other to advance high quality education of children/youth in care and post-secondary success. The committee also accesses short-term funding to help maintain children in their existing school placements via bus-passes or taxis, and stability supports such as devices, tutoring, and assessments.
<b>Fetal Alcohol Syndrome (FASD) Leadership Team</b>	The focus of this table is to enhance knowledge of FASD in Ontario by providing consultation and training to agencies, individuals and families within the GTA. Representatives of our front-line staff have been trained and certified as FASD leads in the GTA, and participate on this leadership team.
<b>Kinship Resource Managers Meetings</b>	Our Child Welfare Resource Manager participates in this group which assists with the implementation of provincial initiatives for both Kinship Service and Kinship Care, including new policies and standards. The work includes looking at the impact of those standards and policies on CASs and front line staff and the identification of education/training gaps. This group also plans the annual Kinship Symposium.
<b>Lotus Health</b>	Lotus Health is a health and advocacy program for children and youth under the age of 18 who are, or have previously experienced or are at risk of experiencing commercial sexual exploitation/trafficking.
<b>OACAS and CIJA</b>	JF&CS, along with OACAS and Centre for Israel and Jewish Affairs (CIJA) have been working together in an effort to provide the broader child welfare sector with an understanding of and sensitivity to the Jewish culture and experience with respect to the rise in antisemitism. The goal of this work is to support all children's aid societies across the province in providing their Jewish clients and staff with child welfare services and experiences that are delivered within a Jewish context, and with knowledge of Jewish history and cultural sensitivities.
<b>Project Hope</b>	This committee is comprised of members from Children's Aid Societies in York region, York Region Police, the Crown Attorney's Office, Emergency Domestic Abuse and Sexual Assault Care (DASA), Victim's Witness Service and Cedar Centre to develop a Youth Advocacy Centre servicing children and youth who have experienced abuse in York Region, all under one roof.
<b>Provincial Child Welfare Quality Network (Q-Net)</b>	Our Director of Research and Evaluation participates in Q-Net, a network group which meets for the purpose of developing agency capacity, providing leadership and facilitating continuous quality improvement to support service excellence throughout the sector. There is a strong emphasis on the ongoing development of sector capacity to measure, monitor and evaluate the efficiency and effectiveness of child welfare services.

<p><b>Toronto Perinatal Best Practices Working Group</b></p>	<p>This working group was developed to support interagency collaboration amongst CAS and hospital staff, and to ensure client centered best practice guidelines are utilized with the goal of providing the best care possible for pregnant individuals and their babies. It includes four (4) sub-committees to address education across the child welfare and hospital sector, and cross-sector collaboration when child welfare involvement is required, either in hospital when families are giving birth or postpartum. The committees were formed following the Ministry directive to cease the use of “Birth Alerts” on October 15, 2020.</p>
<p><b>Toronto Extended Society Care Educational Championship</b></p>	<p>This committee is comprised of members from Children’s Aid Society of Toronto, Catholic Children’s Aid Society, Native Child and Family Service and Jewish Family and Child Service, Toronto School Boards and post-secondary institutions. The purpose of this group is to discuss the intersection between child welfare, high school and post-secondary education and to create better outcomes for youth in care through education.</p>
<p><b>Toronto Counter Human Trafficking Network (TCHTN)</b></p>	<p>This committee comprises of Toronto community partners to discuss issues pertaining to Human Trafficking and to build stronger capacity across the GTA.</p>
<p><b>Youth In Transition Worker Program (YITW)</b></p>	<p>The YITW program is comprised of several members, including the Ministry, who provide services and supports to help youth who are leaving care make a successful transition to adulthood. YIT workers help youth to develop and pursue their goals, and support them to identify, access, and navigate adult service systems relevant to their specific needs, including housing supports, education resources, employment services and training, life skills training, physical and mental health services, and legal services.</p>
<p><b>Youth Strategy Steering Committee</b></p>	<p>This committee is coordinated by 360 Kids, and has representation from a number of York Region community partners. The participants meet to address the issue of Youth Homelessness in York Region.</p>

## PERFORMANCE MEASUREMENT

CASs understand the importance of measuring performance and outcomes for children and their families. To this end, key Performance Indicators (PIs) that measure the effectiveness of the delivery of child protection services have been developed.

Currently five (5) PIs are being reported:

- Recurrence of Child Protection Concerns in a Family after an Investigation
- Recurrence of Child Protection Concerns in a Family after Ongoing Services were Provided
- Days of care by placement type
- Time to permanency
- Quality of the caregiver-youth relationship

Each of these Performance Indicators is described in more detail below.

### → Recurrence of Child Protection Concerns in a Family after an Investigation

This PI measures the percentage of family cases closed at investigation in a fiscal year that were re-investigated within 12 months after closing and where the child protection concerns were verified.

This measure is important because closing a case following an investigation assessment suggests that there are no child protection concerns requiring ongoing CAS involvement, or there are factors present that are beyond the control of the agency. However, at the conclusion of many investigations, workers make referrals to community-based services for families. This measure is important for a further understanding of those families that return to a CAS with verified protection concerns and those that do not, in terms of the

family's willingness to work with the agency, the emergence of new child protection concerns not present at the time of closure, the level of engagement and intensity of the services offered, as well as the risks, strengths and needs of children and families. Increasing knowledge in these areas will inform decision-making and improve service delivery.

There is no agreed-upon benchmark for the "acceptable" level of recurrence. While a lower level is generally desirable, the rate of recurrence is unlikely ever to be 0% for a variety of reasons, including the chronic nature of many of the struggles experienced by families commonly known to the child welfare system, e.g., poverty, substance abuse and mental health problems. Furthermore, the reconnection of some families with the child welfare system can be, in and of itself, a protective factor to children whose families are connected with necessary supports.

### → Recurrence of Child Protection Concerns in a Family after Ongoing Protection Services Were Provided

This PI measures the percentage of family cases closed at ongoing protection in a fiscal year that were re-investigated within 12 months after closing where the child protection concerns were verified.

This measure is important because closing a case following ongoing services suggests that child protection concerns have been addressed and no longer require ongoing CAS involvement, or there are factors that are beyond the control of the agency. However, at the conclusion of CAS involvement, many families continue to receive supportive services from other agencies in the community. This indicator measures the extent to which services have been successful in reducing risk to children over the 12 month period following CAS involvement. This measure is important for further understanding of those families who will return to a CAS with verified protection concerns and those that do not, in terms of the family's willingness to work with the agency, the emergence of new child protection concerns not present at the time of closure, the level of engagement and intensity of the services offered, as well as the risks, strengths and needs of children and families. Increasing knowledge in these areas supports improvements in decision-making and service delivery.

There is no agreed-upon benchmark for the "acceptable" level of recurrence. While a lower level is generally desirable, the rate of recurrence is unlikely ever to be 0% for a variety of reasons, including the chronic nature of many of the struggles experienced by families commonly known to the child welfare system, e.g., poverty, substance abuse and mental health problems. Furthermore, the reconnection of some families with the child welfare system can be in and of itself a protective factor to children whose families are connected with necessary supports.

### → Permanency Outcome – Days of Care, by Placement Type

This PI measures, for all children admitted to the care of a CAS, the days of care provided in the fiscal year, by placement type; that is, family-based care versus non-family-based care.

This measure is important because children placed in family-based care are more likely to achieve permanency when they exit care, i.e., be discharged to parents or family including adoptive families or legal custody arrangements, compared to children in group care. Family-based care is the preferred placement setting for the majority of children in care. Children placed in family settings have greater opportunities to form a connection with consistent caregivers and to experience the benefits associated with membership in a family.

While a high rate of family-based care is desirable, selection of a placement setting should be first and foremost influenced by the needs of the child and the fit to the placement. Given the mandate of a CAS, and the nature of the challenges experienced by some children and youth, it can be difficult for agencies to recruit and train quality alternative care through Kin arrangements and Foster Parents. It remains likely that there will continue to be some young people in care who require specialized treatment - programs and structure associated with residential care settings.

### → Permanency Outcome – The Time to Permanency

This PI measures, for all children admitted to the care of a CAS during the fiscal year, the cumulative percentage discharged within a specific time period (i.e. 12 months, 24 months and 36 months since admission).

This measure is important because one of the mission-critical outcomes in child welfare is to facilitate permanent living arrangements for all children that are safe, stable and supportive of lifetime relationships. The child welfare system in Ontario has multiple options through which permanency can be achieved (e.g., reunification with parents, legal custody, and adoption). Permanency planning is a significant focus for children in care, whose permanency status, both legally and psychologically, is uncertain. The timing and nature of

permanency may look different for every child depending on the child's needs, family circumstances, court processes, and availability of community service providers.

A key factor that influences time to permanency is child age at admission. Children who enter care at a young age are more likely to be discharged to certain types of permanency (e.g., adoption) compared to older children. Young children often achieve permanency within shorter timeframes, supported by legislation that limits the allowable cumulative time in short-term care for children under 6 years of age compared to older children. An additional factor that impacts time to permanency is the needs of the child, with more complex needs associated with longer timeframes to achieving permanency.

### → Wellbeing Outcome: The Quality of the Caregiver and Youth Relationship

This PI measures the average score for children in care (aged 10-17) from a standard scale that measures a young person's perception of the quality of the relationship with his or her primary caregiver. The scale measures the following four items:

1. How well do you feel he/she understands you?
2. How much fairness do you receive from him/her?
3. How much affection do you receive from him/her?
4. Overall, how would you describe your relationship with him/her?

Each of these four items is rated from 0 to 2, yielding a composite score with a minimum of 0 and a maximum of 8.

This measure is important because the quality of the caregiver-youth relationship is at the heart of service to children in care. Research demonstrates that a young person's perception of the quality of his/her relationship with his/her caregiver predicts the following: current happiness; self-esteem; positive behavior; and placement satisfaction. As scores increase on the quality of the caregiver relationship scale, so do positive outcomes across each of these areas (e.g. higher self-esteem).

The key influencing factors in measuring the quality of the caregiver/youth relationship include, the age of the youth, the type of placement, gender and the length of the placement.

### → Identity-Based Data Collection

In July, 2021, the Ministry issued a Policy Directive regarding the collection and reporting of our clients' Identity-Based Data (IBD). IBD refers to the socio-demographic information about a person including their Indigenous identity, race, ethnic origin, sexual orientation, gender identity, etc. The purpose of collecting this data is to ensure that all individuals receiving child welfare services will have access to services aimed at ensuring their unique needs are met. Having data about who we serve will help us to ensure that processes are in place that will lead to improved service experiences for children, youth and families by virtue of addressing any disparities and disproportionalities that exist in the child welfare system.

Over the last year, ongoing efforts have been made to increase the agency's compliance in collecting our clients' IBD. With additional training and clear guidelines and expectations, a recent review reported an increase from a compliance of 15% (2021) to over 70% compliance (current).

## **CHILD WELFARE STANDARDS QUALITY IMPROVEMENT PLANS (QIP)**

Jewish Family & Child Service has been historically required to submit to the Ministry of Children Community and Social Services (MCCSS) a Quality Improvement Plan (QIP) on a quarterly basis.

The QIP has included:

- a) compliance results of 11 Child Protection Standards/requirements, including information on audit methodology used to generate the results;
- b) status of activities/actions taken to date to improve compliance; and
- c) where a compliance result was not 100%, future activities/actions to improve compliance for the next quarterly reporting period.



To comply with the Ministry's requirements, the agency conducts comprehensive file audits on all documentation. Case file data is pulled electronically from the case management system (CPIN). Information that cannot be extracted electronically is collected via a manual review of case files selected for audit.

The audits cover several child welfare standards: case closures, supervision, investigations, ongoing protection work, children in the care of CASs and home visits. Audit results include the agency's compliance percentages with each standard and the sample sizes upon which this data is based.

The agency's goal is always 100% compliance per standard/requirement. Thus, the goal of JF&CS is to uphold its commitment to 100% compliance and to ensure that each QIP brings the agency progressively closer to meeting this commitment.

We believe our high compliance rates are the result of continuous emphasis placed on: the importance of solid clinical service to our clients, compliance to Child Protection Standards, improving oversight through CPIN reporting, and the introduction of the "Departure from Standard" form (a form aimed at capturing legitimate and real-life reasons for departing from a specific standard).

Over the majority of 2020-2021 period, the QIP had been placed on hiatus due the Covid-19 pandemic. In February 2023, MCCSS announced the resumption of the QIP process on a bi-annual basis beginning with a report that reflected data for only the month of February, 2023. The agency reached 100% compliance across all indicators for this one month.

It is important to note that with MCCSS's ongoing redesign of the child welfare system, it has been recommended that this redesign be seen as an opportunity to refresh the sector approach to measurement of outcomes. It is anticipated and hoped that there will be an increased focus on client outcomes data, as opposed to service compliance data.

## **CONTACT INFORMATION**

Heather Shimkovitz, M.S.W., RSW  
Director of Child Welfare  
Jewish Family and Child Service of Greater Toronto  
4600 Bathurst Street | Toronto, Ontario | M2R 3V3  
416.638.7800 x 6280 • [hshimkovitz@jfandcs.com](mailto:hshimkovitz@jfandcs.com)