

## Quality Assurance Indicator Report (April 2016)

	Labrador		Central		Western		Metro	
Monthly Indicators	Feb-16	Mar-16	Feb-16	Mar-16	Feb-16	Mar-16	Feb-16	Mar-16
<i>All Programs</i>								
Files assigned to active worker (%)	99.8%	100.0%	99.9%	99.7%	99.5%	99.2%	99.6%	99.9%
<i>Community Youth Corrections</i>								
YLS/CMI complete (%)	40.0%	36.0%	100.0%	89.3%	100.0%	97.8%	96.6%	96.7%
In person contact (%)	71.4%	85.7%	74.5%	93.3%	77.1%	91.4%	91.3%	94.3%
<i>Protective Intervention Program</i>								
Safety Assessments complete (%)	48.7%	50.0%	95.7%	95.7%	95.8%	95.7%	94.3%	94.6%
Referral Verifications complete (%)	45.1%	48.2%	91.5%	91.5%	94.8%	94.8%	88.3%	88.6%
Assessment Investigation Summaries complete (%)	35.5%	36.8%	83.3%	82.9%	91.0%	90.5%	77.1%	77.2%
- Transferred to Protective Intervention (%)	77.3%	73.5%	78.2%	78.3%	76.2%	77.8%	68.0%	68.6%
- Risk Assessments completed (%)	60.8%	59.6%	88.3%	89.8%	89.4%	87.5%	91.1%	91.1%
- Family Centred Action Plans complete (%)	40.2%	41.1%	53.7%	54.2%	74.7%	78.1%	53.9%	53.2%
<i>Supervisor File Reviews</i>								
Completed among Required Reviews (%)	44.4%	74.4%	91.7%	93.3%	91.2%	97.9%	100.0%	97.4%

## Definitions

## Monthly Indicators

### All Programs

- The percentage of files accurately assigned to an active worker in CRMS.

### Community Youth Corrections

- Provides caseload performance information for CYC as it pertains to the completion of the Youth Level of Service/Case Management Inventory (YLS/CMI) and in person contact with clients.

### Protective Intervention Program

- Risk Management Report: Monitors compliance with standards pertaining to the completion of the following:
  - > Safety Assessment: Completed to determine the child's immediate safety.
  - > Referral Verification: Completed to verify the child protection referral concerns.
  - > Assessment Investigative Summary: Completed to determine the child's need for protection.
  - > Transferred to Protective Intervention: Indicates that the file will transfer/remain on long term PIP.
  - > Risk Assessment Instrument: Completed to determine if the child is at risk of future harm. This indicator is based on the AISs completed but does not take into account the RAIs that are not completed because they are not due.
  - > Family Centered Action Plan: A plan developed with the family to reduce risk factors identified in the RAI and to identify desirable outcomes. This indicator is based on the RAIs completed but does not take into account the FCAPs that are not completed because they are not due.

### Supervisor File Reviews

- Monitors the requirement of at least 1 file review per social worker each month.