

ANCR Programs

Introduction to service delivery at Child and Family All Nations Coordinated Response Network



After Hours Program (AHP)

an emergency CFS service that operates outside of normal business hours and on statutory holidays.



AHP - Staffing

- The AHP consists of 36 staff members filling approximately 22 positions, including:
 - Program Director (shared with CRP)
 - 2 Supervisors
 - Full and part-time AHP Social Workers
 - 2 Case Aides
 - 1 Administrative Support Worker
- In addition there is a roster of casual social work staff.

AHP– PROGRAM DESCRIPTION

Outside of normal business hours and on statutory holidays AHP:

- Provides emergency response on all after-hours CFS referrals, to gather and screen information, to determine the validity of referrals, to assign priority levels to referrals and to ensure further assessment or investigation occurs if required.



AHP– PROGRAM Statistics 2012/2013

- There are 7 workers on the evening shift (4 pm to 2 am) and 2 staff overnight (2 am to 8 am)
- After Hours received 41,449 calls during the 2012/2013 year
- After Hours answers 110 calls a night, on average.
- After Hours received 7683 referrals on open cases, 801 referrals on new cases and screened out 758 referrals as non child welfare matters.

AHP – KEY ACTIVITIES

- Receive and respond to all after-hours **referrals** on new, open and previously closed child and family service (CFS) cases.
- Receive and respond to **service requests** from within ANCR and other CFS agencies within the jurisdiction.
- Gathering and screening of information to determine if a CFS response is necessary.

AHP – KEY ACTIVITIES

- Crisis intervention and stabilization services.
- Determine need for further Intake assessment and intervention.
- Referral to appropriate agency, the next working day, if the case is open.

Crisis Response Program (CRP)

The initial response to child protection concerns during regular business hours



CRP - Staffing

- The CRP consists of 18 staff members, including:
 - Program Director (shared with AHP)
 - 2 Supervisors
 - 14 CRP Social Workers
 - 1 Administrative Support Worker

CRP - Program Description

- The Crisis Response Program (CRP) is responsible for providing the initial intake and emergency response services during regular working hours (Monday – Friday, 8:30 a.m. to 4:30 p.m.)
- CRP determines whether a child is or might be in need of protection and, if so, ensures the immediate safety of the child on issues requiring an immediate or 24 hour response



CRP – KEY ACTIVITIES

- Open all new referrals.
- Assess and assign priority to all calls and all referrals.
- Gather and screen the intake information (reason for the call and source of referral.)
- Determine whether the referral is eligible and/or appropriate for service by the CFS system.



CRP – KEY ACTIVITIES

- Initial safety assessment to determine if the children are immediately safe or are in need of protection.
- Respond to all calls which present with an immediate child protection issue (with the exception of abuse referrals.)
- Conduct assessments and complete appropriate referrals to: Early Intervention, Abuse Investigations, Intake, or to the appropriate CFS agency on open cases.



CRP – Statistics 2012/2013

- CRP received 6271 referrals during the 2012/2013 fiscal year.
- Of those 3451 were screened in for assessment and 2772 were screened out as non child welfare matters.
- CRP received 1174 calls related to cases open to other mandated agencies



Intake Program

Further assessment, stabilization and referral to ongoing services



Intake - STAFFING

- The Intake Program consists of 43 staff members, including:
 - 1 Program Director,
 - 5 Supervisors,
 - 30 Intake Workers,
 - 5 Administrative Support Workers
 - 1 Legal Clerk
 - 1 Case Aide.
- Each supervisor manages a team of six intake workers for a total of five intake teams. Each administrative support worker provides support to one intake team.



Intake – PROGRAM DESCRIPTION

- Intake occurs in 2 stages at ANCR
- The Crisis Response Program provides initial screening and assessment.
- **The Intake Program:**
 - provides further child welfare assessment and investigation.
 - ensures families receive appropriate services, and
 - ensures that families requiring ongoing services are transferred to the appropriate agency.



Intake – KEY ACTIVITIES

- Conducts safety and risk assessments on all intakes where child protections concerns have been identified
- Provides short term case management services on new ANCR intakes
- Conducts a thorough assessment and investigation of all child protections issues, which includes assessing immediate safety, probability of future harm and an assessment of the caregiver/child's strengths and needs.



Intake – KEY ACTIVITIES

- Gathers information from all external and internal collaterals that are involved with the family/child.
- Complete referrals to the ANCR Abuse Investigations Program or Early Intervention Program if required.
- Provides emergency services to stabilize the family, with the exception of abuse emergencies.



Intake – KEY ACTIVITIES

- Upon completion of the assessment/investigation determines if a case can be closed, referred to a community resource or requires a referral to an ongoing service CFS agency.
- Completes the ***Authority Determination Protocol*** on cases being referred for ongoing child welfare services.



Intake – Program Statistics 2012/2013

- Intake received 3127 new referrals in 2012/2013
- Subsequent to the assessment 2030 cases were transferred to an ongoing service agency and 1141 were closed at the intake level.
- The number of children in care cases transferred was 568.

Early Intervention Program

Prevention and early intervention



EIP - STAFFING

The Early Intervention Program consists of 32 staff including:

- 1-Program Director
- 4-Administrative Assistants
- 4 -Supervisors
- 6- Resource Centre Workers
- 13 -Family Service Workers
- 2-Resource Centre Elders
- 2-Elder's Helpers

EIP - PROGRAM DESCRIPTION

- The Early Intervention (EIP) Program emphasizes prevention and early intervention:
 - supports families to care for their children at home
 - promotes healthier family relationships.
- EIP provides families with timely supports that can help them to address problems before they develop into crises and assist in preventing families from going further into the CFS system.



EIP - PROGRAM DESCRIPTION

- An auxiliary service to ANCR and outside agencies (including other CFS agencies) that refer through ANCR
- Shares the responsibility of the child and family services system to keep children safe and protected from abuse and neglect.
- offers services to families on a continuum which includes Services Teams and Family Resource Centres.

EIP - PROGRAM DESCRIPTION

- The EIP program delivers service through two sub-service groups:
- The **case management** teams (family service workers) of EIP work in partnership with families to develop and implement a case plan within 90 working days.
- The two **resource centres** provide a range of child and family focused programs and services to the Winnipeg community.

EIP – KEY ACTIVITIES

- Receive and assess referrals for EIP services
- Implement a strength based case plan
- Introduce families to the resource centres
- Provide resource centre services
- Deliver culturally appropriate service based on the needs identified by families
- Develop strategic relationships with community partners

EIP – KEY ACTIVITIES FAMILY SERVICE TEAM

- workers each carry a caseload of up to 20 families for up to 90 working days.
- They provide intensive, primary issue/solution focused, and culturally relevant services with the goal of supporting families to prevent them from developing further child protection issues and moving, potentially, towards apprehension.

EIP – KEY ACTIVITIES FAMILY SERVICE TEAM

- They use a strength-based framework, home visits and outreach to their families.
- The workers are responsible for identifying and assessing family's needs, developing and coordinating of plans, strategies and referrals that will improve the well-being of families and children.

EIP – KEY ACTIVITIES FAMILY RESOURCE CENTRES

- Snowbird Lodge & All Nations Family Resource Centre provide preventative services to families and individuals.
- The centres deliver, and facilitate individual and group programs that are culturally appropriate
- Creating community linkages and referrals
- Community based activities and partnerships.



EIP – Program Statistics 2012/2013

- The EIP service teams received 399 referrals during the 2012/2013 fiscal year.
- The teams closed 225 files at service completion (120 days). They referred 97 files for further service to an on going service agency.
- The EIP resource centers offered between 30-40 different programs at each site during the year.
- 2007 individuals participated in the programs offered.



Abuse Investigations Program



AIP – STAFFING

The Abuse Program consists of 33 staff including:

- Program Director – 1
- Supervisors – 3
- Abuse Investigators – 22
- Child Exploitation Investigators – 2
- Administrative Support – 3
- Child Abuse Coordinator – 1
- CAC Administrative Support – 1



AIP – PROGRAM DESCRIPTION

- The Abuse Investigation Program (AIP) investigates and assesses all new allegations of child abuse in Winnipeg, Headingly, and East and West St. Paul.
- The program conducts abuse investigations on behalf of all CFS agencies within our jurisdiction.
- The AIP is also responsible for the coordination of four Child Abuse Committees that represent the four CFS Authorities.



AIP– KEY ACTIVITIES

- Receive referrals on allegations of child abuse.
- Assess referrals according to the AIP criteria and protocol.
- Investigate all appropriate referrals utilizing a consistent and standardized approach in all investigations.
- Investigate allegations related to the sexual exploitation of youth.
- Investigations allegations related to child pornography.

AIP– KEY ACTIVITIES

- Establish a joint working relationship with the on-going service case manager.
- Establish effective collaborative relationships with all parties involved in the investigation (i.e. Agency or ANCR case manager, school officials, law enforcement, medical personnel, foster parents).
- Coordinate the Abuse Committees by providing orientation and training to committee members, coordinating the committee meetings, chairing the meetings, ensuring minutes are kept for all meetings, and ensuring completion of any follow-up.

AIP– Program statistics 2012/2013

- The AIP received 1266 abuse referrals on new cases (not currently open to a mandated agency).
- The AIP received 465 abuse referrals on cases open to a mandated agency.
- The program investigated 882 allegations of physical abuse and 886 allegations of sexual abuse.