



Evaluation

This section contains case management standards related to monitoring and review of services provided to individuals, families and children by mandated child and family services agencies and licensed adoption agencies.

[Legislation](#)

[Policy](#)

[Intake Standards](#)

Legislation

[The Child and Family Services Authorities Act](#)

[The Child and Family Services Act](#)

[The Ombudsman Act](#)

The Child and Family Services Authorities Act

Subject to regulations, [section 18](#) of *The Child and Family Services Authorities Act* gives child and family services authorities the same powers and duties as the Director of Child and Family Services (the director) under *The Child and Family Services Act* and *The Adoption Act* respecting agencies it has mandated.

The Child and Family Services Act

[Subsection 8.2\(1\)](#) of *The Child and Family Services Act* lists the duties of the Children's Advocate. They include reviewing and investigating complaints regarding children who receive or may be entitled to receive services and services provided or available to children under the Act.

The Children's Advocate is responsible under [section 8.2.3](#) of *The Child and Family Services Act* for reviewing services provided by an agency following the death of a child who was in the care of, or received services from, a child and family services agency, or whose parent or guardian received services from an agency within one year before the death. The Chief Medical Examiner no longer has this responsibility. See [Children's Advocate Reviews](#) in Section 1.7.4, Death or Injury of a Child.

Section 39 of the [Child and Family Services Authority Regulation](#) transfers the duty of the director under [section 54](#) of *The Child and Family Services Act* to review the



placement, care and treatment of and the permanent plans for every child in the care of agencies.

The Ombudsman Act

Under [section 1](#) of *The Ombudsman Act*, an agency of the government includes an association or other body of persons appointed by an Act of the Legislature or by Order in Council (Cabinet), or who are directly or indirectly responsible to the Crown. [Section 15](#) gives the Ombudsman the power to investigate complaints. This power overrides the confidentiality provisions in *The Child and Family Services Act*.

Policy

[Evaluation Process](#)
[Evaluation Decisions](#)

Evaluation Process

Effective evaluation requires regular opportunities for the family, children, community members and service providers to communicate with the case manager about the plan and the services provided and for the case manager to receive support to effectively manage the case. Opportunities are provided through phone calls, home visits, case conferences or other meetings, written reports and formal review. Evaluation enables the agency to identify both common concerns and successful methods that may be addressed at the community level.

Evaluation Decisions

The case management decisions at the evaluation stage are:

- Is the plan being followed and are standards being met?
- Is the plan effective and are the needs of the person or family being met?
- Is the level of service adequate and are services meeting the needs of the family or child?
- Are there significant changes in the situation such as a change to the level of risk to children to require a review?
- Does the assessment need to be updated?
- Is the case category still appropriate?
- Can the case be closed?



Standards

The Evaluation stage has two parts:

Monitoring – contact with the family or child receiving services and others to assess the safety and well-being of children and the progress a child or family has made toward the identified outcomes.

Review – consultation between the case manager and the supervisor to review service plans and to support the case manager in working with individuals, families and children.

Monitoring

1. **Frequency of Service Provider Reports** – All service providers in contact with a family or child report to the case manager any issues that may arise. Reports must be made at least:
 - weekly on all children in emergency placements to determine the need for continued service
 - once every two weeks when there is [high risk](#) to children
 - once per month when there is [medium risk](#) to children
 - once every two months when there is [low risk](#) to children
 - once every three months when there is no apparent risk to children
2. **Recording Monitoring Results and Progress Reports** – The case manager records monitoring results and progress reports on the case file (paper or electronic) for each family or child receiving services within one month of the date information is received.
3. **Reporting to Supervisor** – The case manager advises the supervisor when:
 - a family moves to an unknown location and there are continuing child protection issues or an incomplete investigation
 - a woman is pregnant and there are protection issues
 - a child in care is missing

The supervisor ensures that information is forwarded to the Child Protection Branch to issue an alert using the required [child protection alert](#) or [birth alert](#) when necessary to protect a child.



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4. **Preparing for Progress Reviews** – The case manager reviews file information prior to regular monitoring meetings with a family or child to ensure any concerns are raised and addressed regarding the plan or process being made.
 5. **Progress Reviews with Clients** – The case manager has face-to-face contact with a family or child:
 - at least once a month when [high or medium risk](#) was assessed, to discuss progress related to the [service plan](#)
 - at least once every three months when a [low risk](#) was assessed to discuss progress related to the plan
 - separately with the child within one month of a child returning home to ensure the child's continuing safety and well-being.
 6. **Reporting of Absences and Discharges** – The case manager advises the agency residential care or foster care coordinator of any planned or unplanned [absences](#), or a discharge from a residential placement.

Review

7. **Reviews of Progress Reports** – The supervisor reviews all open cases with the case manager at least once every three months. When there are child protection concerns, the first review must occur within one month from the date the protection concerns first came to the attention of the agency.
8. **Additional Reviews** - The supervisor conducts additional reviews
 - when there have been significant changes to a case
 - when the person or family receiving services request [transfer or closure](#).
 - before withdrawing services and closing a case
 - before children are returned home
9. **Records of Supervisor** – The supervisor records the results of a review within 14 working days from the date it is completed.