



JAN 10 2020

MR. RYLUND JOHNSON  
MLA, YELLOWKNIFE NORTH

**Oral Question 10-19(1): Child and Family Services**

This letter is in follow up to the Oral Question you raised on December 10, 2019 regarding Child and Family Services (CFS).

The Department of Health and Social Services (Department) is currently completing the internal audit cycle for the 2018-2019 fiscal year. Departmental audits cover key areas of compliance to Standards of Child and Family Service practice. It is anticipated that these onsite regional audits will be completed by March 2020. We will compile and share the audit results with each region to allow Health and Social Services Authorities with opportunity to offer strategies in response to the findings. These results and strategies will be integrated with the results of Authority-led *quality reviews*.

*Quality Reviews* are conducted quarterly and are aimed at identified practice process. Together, the findings of the *Department Audits* and the *Authority-led Quality Reviews* form a compliment of analysis that serve to inform the Quality Improvement Plan Process. We anticipate this roll-up to be completed by mid-June 2020.

The CFS Quality Improvement Plan is a working document which is intended to offer guidance and direction in key areas of system improvement. It articulates action on issues identified through *internal audits*, *quality reviews*, the 2018 Auditor General Report, Standing Committee on Government Operations and feedback from staff, Indigenous Governments, Foster Family Coalition of the NWT, and other stakeholders. The plan is updated and monitored in a continuous cycle of quality improvement.

A summary document of the 2018-2019 internal audit will be created and included in the Annual Report of the Director of Child and Family Services. The Department can provide a confidential briefing on the internal audits to Standing Committee, along with the summary document. As the audit covers the time period of April 1, 2018 to March 31, 2019, we will also provide context for what occurred during that fiscal year and more recent results of the quality reviews.

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It is anticipated that this confidential briefing could be offered in mid-June 2020.

Thank you.

A handwritten signature in black ink that reads "D Thom". The letters are cursive and connected.

Diane Thom  
Minister of Health and Social Services

c Mr. Tim Mercer  
Clerk of the Legislative Assembly

Mr. David Hastings  
Legislative Coordinator  
Department of Executive and Indigenous Affairs