



Department of Family Services

Ilagiitsiarniq: Family Wellness Strategic Framework 2023-2028

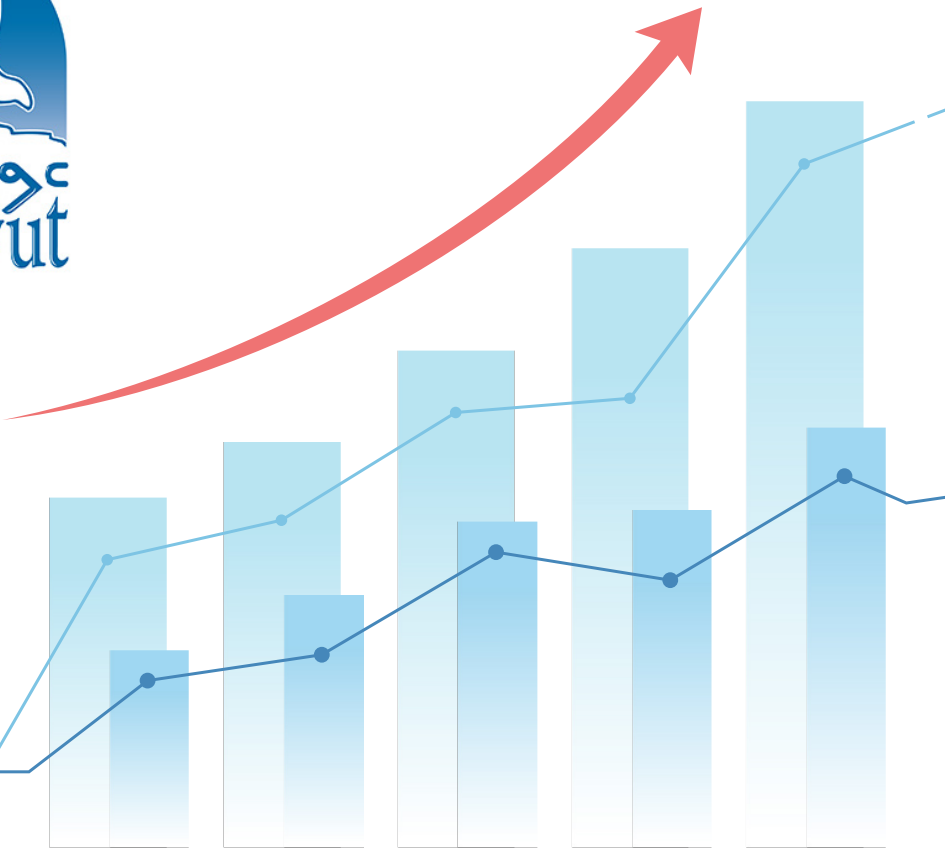
Progress Update Report

February 11, 2025

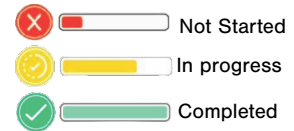


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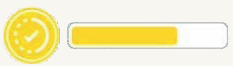

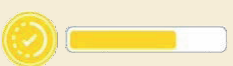

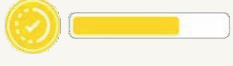

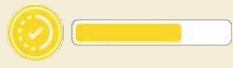



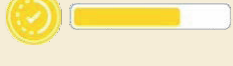

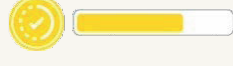





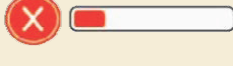



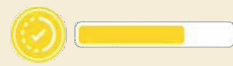



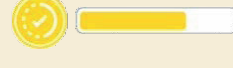





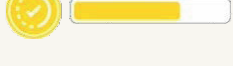



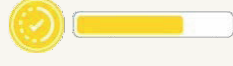


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PROGRESS REPORT CARD



Outcome	Measure	Indicators	Status	Timeline
1 The System is Resilient, Efficient, and Trusted by the Public. Page 1-2 in the Progress Report	Standards of Practice Development	<ul style="list-style-type: none"> Percentage of updated standards of practice developed and implemented across all service areas by the end of the fiscal year Number of training sessions conducted to ensure staff adherence to new standards of practice. 	 	Fall Session 2025 On going
	Human Resources Structure and Capacity	<ul style="list-style-type: none"> Staff-to-client ratio maintained at or below the target threshold across all regions. Percentage decrease in staff turnover rates year-over-year, with a specific focus on remote communities. Percentage of staff completing annual professional development and training programs aimed at enhancing capacity. 	 	Spring Session 2026 Spring Session 2026 Winter Session 2026
	Client Experience Systems	<ul style="list-style-type: none"> Percentage of client satisfaction survey responses indicating positive experiences with service delivery. Number of enhancements made to client service delivery systems based on feedback and evaluations. 	 	Fall Session 2026 Winter Session 2027
2 Children and Youth involved in child welfare services are safe, healthy and well supported. Page 3-4 in the Progress Report	Safety Audits results	<ul style="list-style-type: none"> Frequency and findings from safety audits of placements. 		Fall Session 2027
	Health and Wellness Assessments	<ul style="list-style-type: none"> Percentage of children and youth who receive annual physical, mental health, and developmental assessments. receiving timely annual health assessments. 		Fall Session 2027
	Reduction in recurrence of child interventions	<ul style="list-style-type: none"> Percentage of children and youth re-entering child welfare services within a year of exiting. 		TBD
3 Inuit societal values and perspectives are more deeply integrated into child welfare legislation, policy, practice, research and evaluation. Page 5-6 in the Progress Report	Cultural training for staff	<ul style="list-style-type: none"> Percentage of staff completing Inuit-specific cultural competency training annually. 		Summer Session 2025
	Integration of Inuit Research Methodologies	<ul style="list-style-type: none"> Number of research and evaluation projects that incorporate Inuit perspectives and knowledge systems. 		Spring Session 2025

<p>4</p> <p>Children and Youth engaged with child and family services have stronger connections with their families, communities and Inuit culture.</p> <p>Page 7-8 in the Progress Report</p>	 Cultural engagement programs	<ul style="list-style-type: none"> Percentage of children and youth participating in Inuit cultural programs and activities in their local communities. 		Spring Session 2026
	 Family Reunification rates	<ul style="list-style-type: none"> Rate of children in care reunited with their families and communities annually. 		Spring Session 2026
	 Cultural connection audits	<ul style="list-style-type: none"> Results from bi-annual reviews of cultural connectedness and family engagement in care plans. 		Spring Session 2026
<p>5</p> <p>Department of Family Services staff and partners deliver services that are culturally aligned with the needs of Inuit communities.</p> <p>Page 9-10 in the Progress Report</p>	 Cultural alignment review	<ul style="list-style-type: none"> Annual review of service delivery protocols and standards to ensure cultural alignment with Inuit societal values. 		Spring Session 2026
	 Staff cultural competency evaluations	<ul style="list-style-type: none"> Percentage of staff participating in cultural training annually. 		Spring Session 2026
	 Partnerships growth	<ul style="list-style-type: none"> Number of new partnerships with Inuit-led service providers or community organizations. 		Summer Session 2025
<p>6</p> <p>Children placed outside of Nunavut receive high-quality support, culturally competent care, and personalized transition and repatriation plans, maintaining strong connections to their families and communities throughout the process.</p> <p>Page 11-12 in the Progress Report</p>	 Transition plan completion rate	<ul style="list-style-type: none"> Percentage of children placed outside Nunavut with a completed and active transition and repatriation plan. 		Spring Session 2026
	 Family contact frequency	<ul style="list-style-type: none"> Frequency of family visits and communications for children placed outside Nunavut. 		Spring Session 2027
	 Cultural continuity audits	<ul style="list-style-type: none"> Annual review of cultural practices maintained in out-of-territory placements. 		Spring Session 2026
<p>7</p> <p>Children, youth and families have improved access to culturally relevant prevention and early intervention programs that reflect Inuit societal values.</p> <p>Page 13-14 in the Progress Report</p>	 Enrollment in prevention programs	<ul style="list-style-type: none"> Increase in the number of families accessing early intervention and prevention services. 		Spring Session 2026
	 Program satisfaction rates	<ul style="list-style-type: none"> Results of family satisfaction from annual family satisfaction surveys on prevention and early intervention programs. 		Spring Session 2027
	 Reduction in risk factor	<ul style="list-style-type: none"> Percentage decrease in identified risk factors for child welfare involvement due to early intervention. 		Spring Session 2028
<p>8</p> <p>Children and youth have increased access to safe, stable, and ongoing care and support within their communities.</p> <p>Page 15-16 in the Progress Report</p>	 Care stability rate	<ul style="list-style-type: none"> Percentage of children remaining in their initial placement for 12 months or longer. 		Spring Session 2028
	 In-community care placements	<ul style="list-style-type: none"> Percentage of children placed within their home communities. 		Spring Session 2025
	 Community care network growth	<ul style="list-style-type: none"> Number of new care providers recruited within Inuit communities. 		Fall Session 2025
<p>9</p> <p>Kinship caregivers receive enhanced support to promote the health and wellbeing of children requiring out-of-home care.</p> <p>Page 17-18 in the Progress Report</p>	 Caregiver support program participation	<ul style="list-style-type: none"> Percentage of kinship caregivers enrolled in support programs annually. 		Fall Session 2027
	 Kinship placement stability	<ul style="list-style-type: none"> Rate of placement disruptions in kinship care arrangements. 		Fall Session 2027
	 Training completion rates	<ul style="list-style-type: none"> Percentage of kinship caregivers completing required training modules. 		Spring Session 2026
<p>10</p> <p>Service delivery staff within the Department of Family Services receive enhanced support and resourced to ensure a positive and effective working environment, with staffing levels aligned to meet the needs of the community and provide high-quality culturally appropriate care.</p> <p>Page 19-20 in the Progress Report</p>	 Staff satisfaction surveys	<ul style="list-style-type: none"> Percentage of staff reporting satisfaction with workplace resources and support. 		Fall Session 2025
	 Staffing levels	<ul style="list-style-type: none"> Ratio of caseworkers to children and youth served, with targets for remote communities. 		Fall Session 2025
	 Workforce retention rates	<ul style="list-style-type: none"> Annual turnover rate of staff in Nunavut communities. 		Winter Session 2026



Outcome 1: A Resilient, Efficient, and Trusted System



Objective

The foundation of a resilient system lies in its ability to provide equitable, high-quality services across all regions of Nunavut, regardless of community size or remoteness. By embedding Inuit societal values into service standards and operational practices, the Department of Family Services aims to ensure culturally aligned care that is trusted by the communities it serves. This enhances the ability to deliver consistent, culturally respectful, and reliable services to children, youth, and families in Nunavut.

This requires addressing gaps in organizational capacity, ensuring alignment with Inuit societal values, and fostering public trust through transparency and accountability.

This will advance on key priorities:

- **Strengthening Organizational Efficiency**
- **Enhancing Standards, Training, and Collaboration for Effective Child Welfare Investigations**

Key Outcome Indicators

1. Percentage of Updated Standards Implemented:

- **What it Measures:** Tracks the completion and operationalization of revised service standards that guide frontline staff in delivering culturally and operationally consistent services.
- **Target:** 100% development of standards with progressive implementation.
- **Why this Matters:** A resilient, efficient, and trusted system is the backbone of effective child and family services in Nunavut. By embedding Inuit societal values into service standards and ensuring consistent service delivery, the Department fosters public trust and accountability.

2. Number of Training Sessions Conducted:

- **What it Measures:** Monitors the quantity, quality and coverage of training programs to ensure staff have the necessary skills and knowledge to implement new standards effectively.
- **Target:** Comprehensive training for all staff completed with cycles of reviews.
- **Why this Matters:** By focusing on improving organizational efficiency and workforce development, the Department creates a sustainable foundation for long-term success and resilience in service delivery. Timely training and quality assurance systems are not just operational priorities but essential steps toward creating a system that children, families, and communities can rely on.

Measures of key indicators

To track and ensure progress on Outcome # 1, the following systems are being developed:

1. Monitoring System:

- A platform to track compliance with revised standards across all service regions.
- This system will provide data to supervisors and management, flagging areas where standards are not fully implemented and identifying trends in adherence challenges.

2. Training Management System:

- A centralized database that records training participation, completion rates, and staff feedback on session effectiveness.
- The system will enable managers to identify gaps in training coverage and tailor sessions to address staff needs.

3. Feedback and Review Mechanism:

- A mechanism for staff and communities to provide input on the practicality and relevance of the updated standards and training programs.

Progress to Date

- **Standards Manual Revision:** The existing standards have undergone a comprehensive review to ensure alignment with cultural priorities and operational needs. This process has integrated Inuit knowledge, feedback from key service divisions, and insights from community consultations. While many standards have been updated, certain sections remain under review and will require further consultation before final implementation. The revised manual, once finalized, will provide a clear and practical guide for all staff
- **Training Framework Development:** A phased approach to training delivery is in progress, with a focus on accessibility for staff across remote regions.
- **Deputy Minister's Advisory Committee** established to oversee Strategic Plan Implementation.
- **Standards review committee** established aimed at ensuring workflows align with Case Management system while ensuring all practice is viewed through ISV lens.



Outcome 2: Children and Youth involved in child welfare services are safe, healthy and well supported.



Objective

To ensure that children and youth in care are safe, supported, and thriving by addressing their physical, emotional, and developmental needs through consistent and culturally responsive care practices. This outcome emphasizes reducing risks, enhancing monitoring systems, and ensuring every child and youth receives the support they need. The aim is to provide environments where children can thrive in places of safety and wellbeing. This will advance on the following key priorities:

- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services”.**
- **Enhancing Standards, Training, and Collaboration for Effective Child Welfare Investigations**
- **Enhancing Case Management Quality, Efficiency and Collaboration**

Key Outcome Indicators

1. Reduction in Recurrence of Child Welfare Interventions:

- **What it Measures:** Tracks the rate of repeat child welfare interventions to assess the system's ability to address root causes effectively.
- **Target:** Positive progression in the reduction of recurrence rates.
- **Why this matters:** Ensuring the safety and well-being of children is integral to the successful delivery of services to the communities of Nunavut. Recurring interventions can signify systemic weaknesses, leaving families and children in cycles of instability and trauma. Reducing these occurrences reflects the system's ability to address root causes effectively, providing lasting solutions rather than temporary fixes.

2. Percentage of Children Receiving Annual Assessments:

- **What it Measures:** Monitors the proportion of children receiving comprehensive annual assessments, including evaluations of physical health, emotional well-being, and developmental progress.
- **Target:** 100% of children in care receiving annual assessments and tracked in the matrix system.
- **Why this matters:** Annual assessments are equally critical, offering a structured way to monitor each child's health, development, and emotional well-being. These assessments a dedicated focus for every child, allowing the Department to tailor interventions and resources to meet individual needs. By integrating Inuit societal values into these systems, the Department ensures that care practices align with the cultural and social priorities of Nunavut's communities, fostering trust and stronger outcomes.

Measures of key indicators

1. Matrix Case Management and Reporting System:

- **Purpose:** Centralized data tracking to monitor case outcomes, intervention timelines, and risk patterns.
- **Functionality:**
 - Tracks case follow-ups and generates automated alerts for overdue interventions.
 - Provides supervisors with dashboards to monitor recurrence trends and high-risk cases.
 - Integrates with wellness assessment tools for seamless tracking.

2. Assessment Scheduling and Tracking Tool:

- **Purpose:** Ensures every child in care is scheduled for and receives a comprehensive annual assessment.
- **Functionality:**
 - Automates reminders for upcoming assessments.
 - Logs completion rates and assessment findings to inform service planning.
 - Provides regional reports to identify areas needing additional support.

3. Intervention Risk Analysis Tool:

- **Purpose:** Identifies trends in repeated interventions and informs targeted prevention strategies.
- **Functionality:**
 - Aggregates data to identify systemic or recurring risk factors.
 - Provides insights for improving family support programs and early intervention efforts.

Progress to Date

- **Enhanced Case Tracking:** The development of the Matrix Reporting System is underway to improve real-time tracking of case histories, intervention timelines, and follow-up actions. This ensures cases are not overlooked and interventions remain timely and effective.
 - Case Management System launched with ongoing review and monitoring to ensure integrity of data migration.
 - Case Management staff training launched and in progress.
- **Assessment Framework:** A standardized assessment tool is being drafted to include holistic metrics for children's physical, emotional, and developmental needs. Pilot testing in select regions has been scheduled to ensure cultural and operational relevance.
 - Safety Assessments for all children and youth in care conducted monthly as per a newly issued ADM Directive.
- **Child Abuse and Neglect Agreement (CANRA)** working group re-engaged with a third party cross-jurisdictional review.
- **Reporting Critical Injury and Death Standard** currently in review with new tracking tools and integrated workflows in the case management system to support consistency in reporting.



Outcome 3: Inuit societal values and perspectives are more deeply integrated into child welfare legislation, policy, practice, research and evaluation.



Objective

Embed Inuit societal values across all aspects of child and family services, ensuring culturally aligned practices that respect Inuit traditions, family structures, and approaches to well-being. This creates a system that reflects the lived experiences and cultural priorities of Inuit communities, ensuring that families and children feel understood, supported, and respected.

This outcome is anchored in the priority for “Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services”.

Key Outcome Indicators

1. Percentage of Staff Completing Inuit-Specific Cultural Competency Training::

- **What it Measures:** Tracks the proportion of staff who have completed training that enhances their understanding of Inuit cultural traditions, values, and family dynamics.
- **Target:** 100% of staff trained with regular cycles of reviews.
- **Why this Matters:** Inuit societal values are the foundation of child and family services in Nunavut. By prioritizing cultural competency, the Department ensures that frontline workers and decision-makers understand, and respect Inuit approaches to family and community well-being. This builds trust, reduces cultural barriers, and promotes collaboration between families and service providers.

2. Number of Inuit-Led Research and Evaluation Projects::

- **What it Measures:** Monitors the development of research projects designed and led by Inuit communities to evaluate child and family services and guide improvements.
- **Target:** Key Inuit partnerships identified with progressive initiation of projects and initiatives.
- **Why this Matters:** Inuit-led research empowers communities to evaluate services from their own perspectives, ensuring that improvements are meaningful and responsive to local priorities. Additionally, incorporating feedback directly from families and caregivers ensures that services evolve in alignment with their lived realities. This approach fosters a sense of ownership and accountability within the system.

Measures of key indicators

To monitor and ensure progress on Outcome # 3, the following systems are being developed:

1. Cultural Competency Training System:

- **Purpose:** Tracks staff participation and completion rates for cultural competency training modules.
- **Functionality:**
 - Logs individual progress and provides reminders for incomplete modules.
 - Includes feedback mechanisms for participants to refine training content.
 - Generates regional reports to ensure equitable training access.

2. Research Project Repository:

- **Purpose:** Houses and tracks Inuit-led research initiatives, their findings, and their impact on service delivery improvements.
- **Functionality:**
 - Tracks project timelines, methodologies, and outcomes.
 - Ensures findings are accessible to policymakers and service providers.
 - Integrates knowledge sharing sessions to apply research insights directly to practice.

3. Community Feedback Integration Tool:

- **Purpose:** Gathers input from families, caregivers, and community leaders on how well services align with Inuit societal values.
- **Functionality:**
 - Surveys families and caregivers about their experiences with the system.
 - Captures qualitative insights on service relevance and cultural alignment.

Progress to Date

- **Cultural Competency Training Development:** The Department is working with Inuit elders, knowledge keepers, and cultural advisors to design a training curriculum tailored to Nunavut's child and family service context. The curriculum covers Inuit approaches to caregiving, traditional conflict resolution, and the importance of kinship.
- **Inuit-Led Research Partnerships:** Initial partnerships with Inuit organizations have been established to identify research priorities and create frameworks that ensure community-driven evaluation processes.

Measures of key indicators

To monitor and achieve progress for Outcome # 4, the following systems are being developed:

1. Cultural Program Participation Tracker:

- Purpose: Tracks children's engagement in cultural activities, recording program types, attendance, and feedback.
- Functionality:
 - Allows caseworkers to document participation in real time.
 - Integrates feedback from children and families on program relevance.
 - Provides regional data to identify areas needing program expansion.

2. Reunification Monitoring System:

- Purpose: Tracks reunification plans, timelines, and long-term outcomes.
- Functionality:
 - Logs steps taken to achieve reunification, including family supports provided.
 - Monitors post-reunification stability through follow-up assessments.
 - Generates insights on common barriers to reunification to inform policy changes.

3. Community Engagement Feedback Tool:

- Purpose: Gathers input from families and communities on cultural programming and reunification processes.
- Functionality:
 - Collects qualitative data on how services impact family and community connections.
 - Captures suggestions for improving cultural and reunification supports.
 - Full Rollout

4. Community Engagement Feedback Tool:

- Testing Phase
- Operational Deployment

Progress to Date

- **Cultural Program Development:** A review of the Family Support program has been initiated to expand the availability of cultural programs, including land-based activities and language revitalization initiatives for children in care and in receipt of child and family services.
- **Reunification Framework:** A standardized reunification planning process is being developed to guide families and caseworkers in achieving sustainable outcomes. Preliminary consultations with stakeholders have been completed, and a draft framework is under review.



Outcome 5: Department of Family Services staff and partners deliver services that are culturally aligned with the needs of Inuit communities.



Objective

Culturally aligned services are the cornerstone of an effective, respectful, and trusted child welfare system in Nunavut. Inuit societal values emphasize the importance of community, kinship, and collective responsibility. The Department of Family Services seeks to ensure that all child and family services in Nunavut are culturally aligned with Inuit societal values, reflecting the unique traditions, needs, and priorities of Inuit families and communities. This outcome focuses on aligning service protocols and staff practices with Inuit ways of knowing and being, creating a system that feels familiar, accessible, and empowering for all families and communities.

This will align focus on the following key areas of priority:

- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services**
- **Enhancing Standards, Training, and Collaboration for Effective Child Welfare Investigations**
- **Enhancing Case Management Quality, Efficiency and Collaboration**

Key Outcome Indicators

1. Annual Reviews of Service Protocols and standards:

- **What it Measures:** Tracks the completion of evaluations to ensure service protocols and standards align with Inuit societal values and reflect feedback from families and communities.
- **Target:** 100% of protocols reviewed annually, with regular cycles of review and updates.
- **Why this Matters:** Culturally aligned services are critical to building trust and engagement with all Nunavut families. When services reflect relevant values and practices, families feel respected and supported, leading to more meaningful and effective interventions. Protocol reviews ensure that policies are not only compliant with regulatory requirements but also culturally responsive, addressing the unique needs of Nunavut's communities.

2. Percentage of Staff Completing Cultural Competency Evaluations:

- **What it Measures:** Monitors the percentage of staff evaluated on their understanding and application of Inuit cultural practices in their daily work.
- **Target:** 100% of staff evaluated and regular cycles of review
- **Why this Matters:** Staff cultural competency evaluations reinforce accountability, ensuring that cultural alignment is not just a theoretical goal but a practical reality. These evaluations guide targeted training efforts, fostering a workforce that is both knowledgeable and culturally aware.

Measures of key indicators

To monitor and achieve progress for Outcome # 5, the following systems are being developed:

1. Protocol Review and Update System:

- Purpose: Tracks the annual review and revision of service protocols to ensure they align with Inuit societal values and feedback from families and communities.
- Functionality:
 - Provides a checklist for evaluating each protocol against cultural standards.
 - Logs updates and tracks their implementation across service regions.
 - Flags areas needing further consultation or alignment.

2. Cultural Competency Evaluation Platform:

- **Purpose:** Measures staff performance in integrating cultural knowledge into service delivery.
- **Functionality:**
 - Combines self-assessments, supervisor feedback, and peer reviews.
 - Tracks trends in staff cultural competency to inform training priorities.
 - Generates reports for management to monitor progress across teams.

3. Community Feedback Mechanism:

- **Purpose:** Collects qualitative and quantitative input from families and community members on the cultural relevance and impact of services.
- **Functionality:**
 - Offers anonymous surveys to families and caregivers.
 - Provides an avenue for direct feedback on service experiences.

4. Cultural Competency Evaluation Platform:

- Pilot Phase
- Full Rollout

5. Community Feedback Mechanism:

- Initial Deployment
- Full Integration

Progress to Date

- Protocol Review Process: A structured framework for reviewing and updating service protocols has been drafted. Standards have been reviewed with initial drafts completed for 80 percent of practice standards. Initial consultations with Inuit elders and community leaders have helped identify key areas where protocols need better cultural alignment.
- Staff Evaluation Tool: A self-assessment and supervisor evaluation tool is in development to measure cultural competency. Pilots are planned to refine the tool before full rollout.



Outcome 6: Children placed outside of Nunavut receive high-quality support, culturally competent care, and personalized transition and repatriation plans, maintaining strong connections to their families and communities throughout the process.

Objective

When children and youth from Nunavut are placed in care outside of the territory, maintaining their connection to Inuit culture and ensuring high-quality, culturally respectful services becomes paramount. This outcome focuses on improving oversight, implementing cultural continuity plans, and ensuring that out-of-territory care providers are equipped to support Inuit children in ways that reflect their heritage and unique needs. This aims to ensure that children and youth placed outside of Nunavut receive high-quality care that aligns with Inuit societal values, maintains cultural connections, and prioritizes their holistic well-being.

Key areas of priority for this outcome are:

- **Enhancing Oversight and Effectiveness of Out-of-Territory Specialized Services**
- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services**
- **Enhancing Case Management Quality, Efficiency and Collaboration**

Key Outcome Indicators

1. Number of Cultural Continuity Plans for Out-of-Territory Placements:

- **What it Measures:** Tracks the development and implementation of personalized plans to ensure Inuit children placed outside the territory maintain connections to their culture, family, and community.
- **Target:** Cultural continuity plans developed for 100% of out-of-territory placements with positive progression tracked regularly.
- **Why this Matters:** Children placed outside of Nunavut are at risk of losing their cultural identity and connections to family and community. Cultural continuity plans ensure these children remain connected to their heritage, providing opportunities to learn traditional skills, speak their language, and maintain relationships with their families and communities.

2. Percentage of Care Providers Receiving Cultural Competency Training:

- **What it Measures:** Tracks the proportion of out-of-territory care providers who complete training on Inuit societal values, language, and traditions.
- **Target:** progressive progression of the rate of care provider trained.
- **Why this Matters:** Care providers outside Nunavut often lack understanding of Inuit societal values, leading to care that feels unfamiliar and alienating. By equipping these providers with opportunities for cultural competency training, the Department ensures that children experience care environments that reflect their cultural background and prioritize their well-being.



Measures of key indicators

To achieve and monitor progress for Outcome 6, the following systems are being developed:

1. Cultural Continuity Plan Tracking System:

- **Purpose:** Ensures every child in out-of-territory care has a personalized cultural continuity plan that is regularly monitored and updated.
- **Functionality:**
 - Tracks the creation, approval, and implementation of continuity plans.
 - Logs family and community engagement activities related to the plan.
 - Provides alerts for plan reviews and updates.

2. Care Provider Training Management Platform:

- **Purpose:** Tracks cultural competency training participation and completion rates among out-of-territory care providers.
- **Functionality:**
 - Monitors provider enrollment and progress through training modules.
 - Collects feedback on the relevance and impact of training.
 - Generates reports to identify regions or facilities needing additional support.

3. Child Well-Being Monitoring System:

- **Purpose:** Monitors the overall well-being of children placed out of territory, ensuring care aligns with Inuit societal values and meets their holistic needs.
- **Functionality:**
 - Tracks outcomes such as academic performance, mental health, and emotional stability.
 - Collects feedback from children, families, and care providers on placement experiences.

Progress to Date

- **Cultural Continuity Framework:** A Quality Improvement framework has been developed to guide the creation of individualized cultural continuity plans for children in out-of-territory placements. Early feedback from community consultations has been incorporated into this framework.
- **Care Provider Training Development:** A specialized training program is being designed for service and care providers which can be key training opportunity for out of Territory providers – this training will focus on Inuit cultural practices, language, and approaches to family and community well-being.
- **Third party reviews** of all out of territory facilities and foster placements initiated and in progress.
- **Requests for Proposal** for out of territory care now include the requirement to be licensed with the Jurisdictional Children and Family Services Department.
- **Strengthened CLO system** capacity through oversight, training, and management support, ensuring consistent, culturally connected care for children out of territory.
- **A new standard** for Child and Youth Out-of-Territory Specialized Services, as well as the Standard for Emergency Placement in OOT Specialized Services, was implemented in June 2024.



Outcome 7: Children, youth and families have improved access to culturally relevant prevention and early intervention programs that reflect Inuit societal values.



Objective

Access to prevention programs is critical to supporting families in a proactive, rather than reactive, manner. For Inuit families, these programs must be rooted in Inuit societal values and address challenges in a way that fosters resilience, kinship, and collective well-being. This outcome will expand access to culturally aligned prevention and early intervention programs that address family challenges before they escalate into crises, reducing the need for child welfare interventions and strengthening family stability.

This outcome aligns with the following key priorities:

- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services**
- **Enhancing Case Management Quality, Efficiency and Collaboration**

Key Outcome Indicators

1. Number of Families Accessing Prevention Programs Annually:

- **What it Measures:** Tracks the number of families participating in prevention services, such as parenting programs, counseling, or community-led initiatives.
- **Target:** A positive progression in the rate of families accessing prevention programs.
- **Why this Matters:** Prevention programs reduce the need for emergency interventions, helping families address challenges before they escalate into crises. For Inuit families, culturally aligned prevention services not only support immediate needs but also strengthen family ties, improve parenting confidence, and reinforce traditional ways of caregiving.

2.Reduction in Crisis Interventions:

- **What it Measures:** Monitors the rate of child welfare crisis interventions, such as emergency removals or protective placements, to assess the impact of prevention programs.
- **Target:** A positive reduction in the rate of crisis responses.
- **Why this Matters:** By expanding access to these programs, the Department can foster resilience in families, reduce the trauma associated with crises, and improve long-term outcomes for children. Measuring the impact of these programs ensures that resources are targeted effectively, supporting the communities and families who need them most.

Measures of key indicators

To monitor progress and ensure accountability for Outcome # 7, the following systems are being developed:

1. Prevention Program Tracking System:

- **Purpose:** Monitors participation, service availability, and program effectiveness across Nunavut.
- **Functionality:**
 - Logs family participation in programs and tracks outcomes over time.
 - Identifies regions with low access or participation rates.
 - Provides data to inform resource allocation and program expansion.

2. Crisis Intervention Analysis Tool:

- **Purpose:** Tracks and analyzes crisis intervention rates in the Matrix Case Management system to evaluate the success of prevention programs in reducing emergencies.
- **Functionality:**
 - Aggregates data on the frequency and causes of crisis interventions.
 - Provides insights into systemic stressors leading to crises.
 - Helps design targeted prevention efforts based on identified trends.

3. Community Outreach Dashboard:

- **Purpose:** Tracks the reach and engagement of outreach efforts aimed at promoting prevention programs.
- **Functionality:**
 - Monitors the number of families contacted and engaged through community outreach campaigns.
 - Tracks feedback from families on program accessibility and relevance.

Progress to Date

- **Prevention Program Expansion:** The Department has begun identifying service gaps and partnering with community organizations to develop and expand culturally relevant prevention initiatives. Initial consultations have highlighted the need for more parenting workshops and mental health supports tailored to Inuit families.
- **Early Intervention Framework:** A framework is under development to guide service delivery, focusing on reaching families early, particularly in communities with limited existing resources.
- **Federal investment** (\$16.4M) under the National Action Plan to End Gender-Based Violence is enabling us to expand prevention and postvention programs.



Outcome 8: Children and youth have increased access to safe, stable, and ongoing care and support within their communities.

Objective



Community-based care prioritizes keeping children and youth within their home regions, close to their families and cultural roots. This approach reduces the emotional and social disruption caused by placements outside of their communities. This outcome will observe an increase in the availability of safe, stable, and community-based care options for children and youth, ensuring they remain connected to their communities, culture, and support networks.

This will advance on the following key priorities:

- **Enhancing and Optimizing Adoption, Foster Care, and Kinship Services**
- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services**

Key Outcome Indicators

1. Number of Community-Based Care Placement Resources:

- **What it Measures:** Tracks the availability of community-based care resources, including foster homes, kinship placements, and group care facilities.
- **Target:** A progressive rate increase in community-based care resources.
- **Why this Matters:** Community-based care helps children maintain their sense of identity, belonging, and stability by keeping them close to their families and cultural roots. Placing children within their home communities minimizes the trauma of separation, preserves cultural connections, and reinforces the support of extended family and community networks. Supporting caregivers through training, resources, and ongoing engagement improves the quality of care provided and ensures children are placed in stable environments.

2. Percentage of Children Placed Within Their Home Communities:

- **What it Measures:** Monitors the proportion of children in care who are placed within their home communities or regions, ensuring they remain close to family and cultural supports.
- **Target:** positive rate increase in the number of children placed within their home communities.
- **Why this Matters:** For Inuit families, care placements that reflect societal values, such as shared caregiving responsibilities and respect for family ties, are essential to fostering trust and collaboration with the child welfare system. Expanding community-based care options ensures that children receive support in environments that feel familiar, safe, and nurturing.

Measures of key indicators

To monitor progress and ensure accountability for Outcome # 8, the following systems are being developed:

1. Placement Availability Tracker:

- Purpose: Tracks the availability and capacity of community-based care options in each region.
- Functionality:
 - Logs the number and type of care placements available (e.g., foster, kinship, group care).
 - Monitors regional disparities and identifies areas needing additional resources.
 - Integrates with case management systems to match children with appropriate placements.

2. Caregiver Support and Retention Platform:

- **Purpose:** Tracks caregiver recruitment, training, and ongoing support to ensure high retention rates and caregiver satisfaction.
- **Functionality:**
 - Logs training participation and completion rates for caregivers.
 - Tracks caregiver feedback and identifies common challenges.
 - Provides resources and support tools tailored to Inuit caregivers.

3. Community Placement Monitoring Dashboard:

- **Purpose:** Monitors the percentage of children placed within their home communities, tracking trends over time.
- **Functionality:**
 - Aggregates data on placements by region and type.
 - Tracks progress toward regional and territory-wide placement goals.
 - Generates reports to inform policy decisions and resource allocation.

Progress to Date

- **Care Placement Mapping:** A comprehensive mapping of care placement availability across Nunavut has been initiated. Early findings highlight regions with significant gaps in foster and group care resources.
- **Caregiver Recruitment Campaign:** Efforts to recruit new foster and kinship caregivers has been identified with a particular focus on culturally aligned recruitment strategies and targeted outreach in underserved regions.



Outcome 9: Kinship caregivers receive enhanced support to promote the health and well-being of children requiring out-of-home care.



Objective

Kinship care—where children are placed with relatives or extended family members—is a vital component of culturally aligned child welfare practices in Nunavut. Kinship caregiving honors Inuit societal values, which emphasize the importance of family bonds, shared responsibilities, and collective caregiving. Kinship caregivers will experience enhanced supports to ensure children can remain with family members whenever possible, preserving cultural connections and promoting family stability.

The following priorities will guide this work:

- **Enhancing and Optimizing Adoption, Foster Care, and Kinship Services**
- **Enhancing Culturally Relevant and Community-Centered Family Wellness Programs and Services**

Key Outcome Indicators

1. Percentage of Kinship Caregivers Receiving Financial and Training Support:

- **What it Measures:** Tracks the proportion of kinship caregivers receiving financial assistance and participating in training programs to support their caregiving roles.
- **Target:** progressive rate increases in the number of kinship caregivers receiving financial and training support.
- **Why this Matters:** Kinship caregiving is critical to maintaining children's sense of identity, belonging, and stability during challenging times. Strengthening support for kinship caregivers ensures that these arrangements are sustainable, reducing the likelihood of disruptions or transitions to non-relative placements. Financial assistance helps alleviate the economic burden often faced by kinship caregivers, ensuring they can focus on the well-being of the children in their care. Training programs equip caregivers with the skills and knowledge to handle complex caregiving situations, including addressing trauma and navigating the child welfare system.

2. Satisfaction Rate Among Kinship Caregivers:

- **What it Measures:** Evaluates the satisfaction of kinship caregivers with the resources, training, and support provided by the system.
- **Target:** Greater than 75% satisfaction rate.
- **Why this Matters:** By actively listening to kinship caregivers through satisfaction mechanism and monitoring placement stability, the Department can refine its policies and programs to meet caregivers' needs effectively. This creates a system that not only supports caregivers but also prioritizes the well-being of children.

Measures of key indicators

To monitor progress and ensure accountability for Outcome # 9, the following systems are being developed:

1. Kinship Caregiver Support Tracking System:

- **Purpose:** Tracks financial assistance, training participation, and ongoing support provided to kinship caregivers.
- **Functionality:**
 - Logs disbursement of financial subsidies and identifies delays or gaps in support.
 - Tracks training enrollment and completion rates.
 - Provides a centralized database to monitor caregiver access to additional resources.

2. Caregiver Satisfaction Survey Tool:

- **Purpose:** Gathers feedback from kinship caregivers on the effectiveness of supports and resources provided.
- **Functionality:**
 - Conducts periodic surveys to measure satisfaction and identify unmet needs.
 - Tracks trends over time to inform policy and program adjustments.
 - Provides anonymous feedback channels to ensure honest and actionable insights.

3. Kinship Placement Monitoring Dashboard:

- **Purpose:** Monitors the stability and outcomes of kinship care placements.
- **Functionality:**
 - Tracks placement duration and child well-being metrics.
 - Flags placements requiring additional support or intervention.

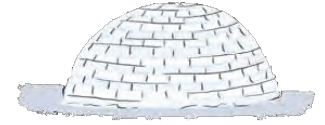
Progress to Date

- **Kinship Caregiver Training Framework:** Development of a tailored training curriculum is anticipated, focusing on culturally aligned caregiving practices, trauma-informed care, and navigating the child welfare system.
- **Financial Support Policy:** The need for a review of the adequacy of existing financial supports for kinship caregivers has been identified



Outcome 10: Service delivery staff within the Department of Family Services receive enhanced support and resourced to ensure a positive and effective working environment, with staffing levels aligned to meet the needs of the community and provide high-quality culturally appropriate care.

Objective



Staff are the foundation of any effective child and family services system. The demands of frontline work in Nunavut's challenging geographic and cultural landscape require tailored support to ensure staff are equipped to meet the needs of children, youth, and families. This outcome aims to ensure staff have access to the necessary resources, training, and support systems to deliver high-quality, culturally aligned child and family services across Nunavut.

This will advance the Department's priority of:

- **Strengthening Recruitment, Retention, and Workforce Development**
- **Strengthening Organizational Efficiency**

Key Outcome Indicators

1. Percentage of Staff accessing Professional Development Resources:

- **What it Measures:** Tracks the proportion of staff utilizing supports and participating in professional development programs.
- **Target:** positive rate increases in the percentage of staff accessing professional development resources.
- **Why this Matters:** Supporting staff is essential to maintaining a resilient and effective child and family services system. Frontline workers in Nunavut often face high-stress situations, compounded by geographic isolation and cultural complexities. Access to mental health and wellness resources helps staff manage stress, prevent burnout, and maintain their capacity to serve families effectively. Professional development ensures staff are continually learning and growing in their roles, improving the quality of services delivered. By offering clear opportunities for skill-building and career advancement, the Department fosters a motivated and capable workforce.

2. Staff Retention Rate:

- **What it Measures:** Monitors staff retention rates to assess the effectiveness of support systems and professional development initiatives.
- **Target:** A progressive reduction in the turnover rates.
- **Why this Matters:** Improving retention rates not only reduces recruitment costs but also ensures continuity in service delivery, building trust with families and communities. By addressing staff concerns and creating a supportive work environment, the Department strengthens its ability to meet its objectives

Measures of key indicators

To monitor progress and ensure accountability for Outcome # 10, the following systems are being developed:

1. Staff Wellness and Mental Health Support Platform:

- **Purpose:** Provides staff with easy access to mental health and wellness resources.
- **Functionality:**
 - Offers confidential counseling services, peer support networks, and wellness workshops.
 - Tracks staff participation and usage trends to inform resource planning.
 - Integrates culturally informed supports, such as Inuit counseling methods.

2. Professional Development Tracking System:

- **Purpose:** Monitors staff participation in training programs and professional development opportunities.
- **Functionality:**
 - Logs training completion rates and skill development milestones.
 - Identifies gaps in staff training and recommends personalized learning paths.
 - Generates reports to track progress toward professional development goals.

3. Retention Monitoring Dashboard:

- **Purpose:** Tracks staff turnover rates and identifies trends impacting retention.
- **Functionality:**
 - Monitors staff exit feedback to understand reasons for departures.
 - Tracks regional disparities in retention rates to target interventions.
 - Provides data to inform policies that improve staff satisfaction and retention.

Progress to Date

- **Wellness Resource Expansion:** The Employee Assistance Program (EAP) and staff supports have been enhanced to include:
 - Comprehensive counseling services.
 - Regular wellness check-ins.
 - Monthly regional wellness check-ins to ensure consistent staff engagement and support.
- **Professional Development Plan:** A robust training framework has been established, focusing on:
 - Onboarding Programs: Tailored for new staff to ensure a seamless transition into their roles.
 - Ongoing Skill Development: Continuous opportunities to enhance competencies and stay updated on best practices.
 - Leadership Training: Specialized programs designed for managers to build effective leadership skills.
- **Core Training Completion Rates:** General Training: 66.6% complete. StepWise Forensic Interviewing: 63.4% complete. Manager/Supervisor Training: 58.6% complete. Mental Wellness First Aid: Launching in January 2025. Family Resource Worker Training: 62.5% complete. Foster Care Coordinator Training: Re-launch currently under review. Receptionist/Clerk Interpreter Training: 72.7% complete. Client Liaison Officer Training: 100% complete.
- **Recruitment and New Positions**
 - Eleven new social workers have been hired, with targeted recruitment strategies ongoing to address existing vacancies.
 - A new Manager of Training and Development position has been established to deliver: Statutory training.
 - Inuit competency training, ensuring culturally appropriate and effective service delivery.