



## MESSAGE FROM THE DIRECTOR

I am pleased to present the Director of Child & Family Services 2017/18 Annual Report, which meets the legislated requirements of the *Child and Family Services Act* by providing a report on the administration of the Act and its regulations, presenting statistics with respect to child welfare within the territory, and outlining the services and initiatives under the Child & Family Services Division. The Report also highlights a number of key achievements, and the Department's efforts to improve capacity to deliver quality and culturally appropriate services to children, youth, and families.

In FY 2017/18, I am pleased to report that the Department submitted its final response to the 2014 Auditor General's *Follow-up Report on Child and Family Services in Nunavut*. Following the tabling of the *Follow-up Report*, the Department prepared the Quality Protects Action Plan to respond to the recommendations. The first update was given to Standing Committee in September 2014. Last Fall, the Department submitted its last update, which demonstrates the Department's significant progress on areas such as training and compliance and community engagement.

For the upcoming year, the Department is continuing its work on a number of exciting initiatives that will increase capacity and strengthen service delivery. I am pleased to report on the Department's progress on the implementation of the Client Information System, and the addition of funded positions such as the Family Resource Workers and Client Liaison Officers. Further, as the Report will outline in detail, the Department is taking major steps towards community engagement through Inunnguiniq Parenting. In this work, we remain guided by a number of Inuit Societal Values, most notably the principles of *Inuuqatigiitsiarniq: Respecting others, relationships and caring for people*; *Pijitsirniq: Serving and providing for family and/or community*; and *Piliriqatigiinniqlkajuqtiigiinniql: Working together for a common cause*.

Protection of vulnerable children, youth, and families is at the core of our mandate as a Department. We rely on frontline staff, families, extended families, foster families, and our community partners, for their continued dedication, time, strength, and support, to help us achieve our mandate. I want to express my sincerest gratitude for their efforts and contributions, which allowed us to support and protect over 1,000 Nunavummiut this past year.

Respectfully,

Jo-Anne Henderson-White, B.A., B.S.W., M.S.W., E.M.B.A.  
Director of Child & Family Services

## KEY ACHIEVEMENTS

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### Submission of the Final Quality Protects Action Plan

In March 2014, the Office of the Auditor General released the *Follow-up Report on Child and Family Services in Nunavut* (Follow-up Report), and established recommendations to improve the protection and wellbeing of children, youth, and their families. In response, the Department created the Quality Protects Action Plan and provided regular progress updates to the Legislative Assembly for the following two years. The final update was tabled in Fall 2017 and outlines considerable progress in a number of areas including training, compliance with key standards, recruitment and retention, and community engagement.

The Department remains committed to maintaining the progress it has achieved through the Action Plan, and has incorporated the Auditor General's recommendations into its long-term priorities. As the report demonstrates, the Department will continue efforts to increase service capacity, community engagement, and compliance with key standards.

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### Increased Service Capacity

Over the past year, the Department increased its service capacity in-territory and out-of-territory through two notable steps:

1. In FY 2017/18, the Department added two Family Resource Workers in Iqaluit. This is in addition to the seven Family Resource Workers the Department obtained funding for in FY 2016/17. Family Resource Workers provide essential services to Nunavummiut, including family violence awareness and prevention programming, community engagement, and support to foster families and Community Social Services Workers.
  2. In FY 2017/18, the Department posted two Client Liaison Officer positions for competition, in Ottawa and Edmonton respectively, to increase its service capacity out-of-territory. Client Liaison Officers will be responsible for ensuring Nunavummiut receive adequate levels of care through regular visits with children, youth, and adults residing in out-of-territory facilities. The positions are exclusive to Nunavut Inuit only, which will add to the Department's capacity to provide culturally appropriate support for Nunavummiut residing out-of-territory.
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### Coordinated Men & Boys Roundtables

In an effort to expand initiatives targeting the needs of boys and young men, the Department coordinated three roundtables in Iqaluit, Rankin Inlet and Cambridge Bay respectively, with key stakeholders who offer supports, programs, and initiatives to men and boys in the territory. The men's gathering in the Kitikmeot took place in September 2017, which concluded the three regional gatherings. The topics at the gatherings included issues affecting men and boys in Nunavut; strengths and limitations of current programs and services for men and boys; and resources necessary to meet the needs of men and boys.

The information gathered from the roundtables will be used to inform programming and services needs. The Department is developing a report that outlines the common themes and issues identified by roundtable

participants and facilitators. The report, containing an overview of the regional gatherings and recommendations from participants, is expected to be completed in FY 2018/19.

The Department conducted a Call for Proposals in July 2017 to support existing programs and initiatives for men and boys and/or to aid in the development of new programs and initiatives. \$49,754 in funding was provided toward men and boys initiatives in Arviat, Hall Beach, Kugluktuk and Pangnirtung.

## YEAR IN REVIEW

Table 1 presents an overview of the services delivered to Nunavummiut through the Child & Family Services Division. Unless otherwise noted, the data presented is from March 31, 2018, and represents a snapshot in time.

**Table 1: Statistical Summary of Child & Family Services**

Select Indicators	Total	Percentage
<b>Number of Children and Youth Receiving Services</b>	<b>448</b>	<b>100%</b>
Male	241	54%
Female	207	46%
<b>Children and Youth Receiving Services by Court or Agreement</b>		
Under Court Order	225	50%
By Service Agreement	223	50%
<b>Children and Youth Receiving Services In or Out-of-Territory</b>		
In Nunavut	376	84%
Out-of-Territory	72	16%
<b>Children and Youth Receiving Services In Nunavut, by Placement Type</b>		
Foster homes	123	33%
In family	130	35%
Extended family placements	106	28%
Group homes	17	4%
<b>Total Number of Persons Admitted to Family Violence Shelters</b>	<b>519</b>	
Women	251	48%
Children	268	52%

As of March 31, 2018, the Department was providing protection and/or support to 448 children and youth. This includes investigations and interventions in cases of abuse, the provision of foster care and residential care, and supports such as referral services. A large proportion of children and youth (84%) were receiving care and services in Nunavut and more than half of those children (63%) were receiving services within their immediate or extended family. Additionally, of the 448 children and youth the Department was supporting, half (50%) are under Service Agreements, which are agreements that provide opportunities for families to work more collaboratively with the Child & Family Services Division before more intrusive measures are required.

The following section provides more detailed statistics pertaining to Child Protection Services. It is followed by a section outlining the other areas of service that fall under the Child & Family Services Division, including Adult Supports, Adoptions, and Family Violence Prevention, and concludes with a section on the Department’s Future Directions.

## CHILD PROTECTION SERVICES

The Department’s Child & Family Services Division provides a wide range of support services for children and youth who require support and/or protection. These services are delivered by Community Social Services Workers (CSSWs) across Nunavut, and the Department is mandated to provide these services every hour of every day. Every community in Nunavut has one or more CSSW, based on population.

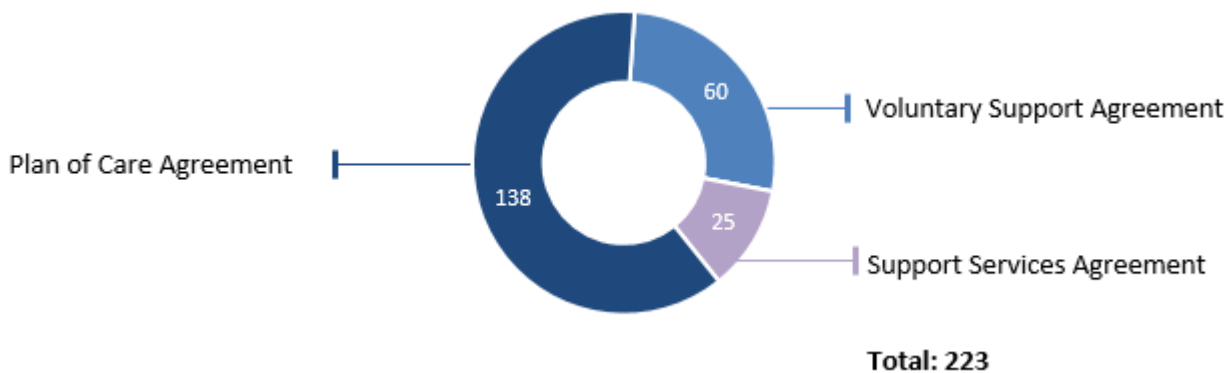
While the majority of work CSSWs perform is child protection related, CSSWs are also responsible for a wide range of duties that fall outside child protection. While other jurisdictions often have specialized social workers that deal specifically with child protection, CSSWs in Nunavut perform all social services (i.e., support for adults facing family violence, adoption services, prevention-based community work, etc.). This is largely due to the geography of Nunavut, and is common practice in other jurisdictions that have rural communities.

Figure 1 below describes how many children and youth were receiving services, by the types of Service Agreements outlined on the right. Service Agreements are utilized when a youth or family would benefit from receiving supports, but no serious child protection concerns exist.

The figure also includes the number of children and youth receiving service through a Plan of Care Agreement. A Plan of Care is a written agreement between the parent(s) and the Department that outlines a case plan for the child and family to ensure the child’s protection and wellbeing. It is included in the below figure because Plan of Agreements are similar to Service Agreements in that they are an alternative to court, and can be utilized before more serious interventions are necessary.

Service Agreements	
<b>Voluntary Support Agreement:</b>	agreement with parents and children under the age of 16 who are not in need of protection, but require some form of support.
<b>Support Services Agreement:</b>	agreement with youth between the ages of 16 and 19 who cannot remain safely in their parents’ home and are making efforts to care for themselves.
<b>Extended Support Agreement:</b>	agreement that allows CFS to provide supports to young adults between the ages of 19 and 25.

**Figure 1: Children and Youth Receiving Service, by Service Agreement, March 31, 2018**



As shown above, of the 448 children and youth supported by the Department, 223 children and youth were receiving care through Service Agreements. Of those children, 138 were receiving care through Plan of Care Agreements. Although Plan of Care Agreements are used when child protection concerns exist, as noted above they are an approach to child protection that is more collaborative in nature, and avoid involvement of the court. Where possible, CSSWs will work with families, extended family members, community members, and members of other agencies (i.e., RCMP), in the development of a Plan of Care Agreement, to facilitate a more comprehensive approach to supporting families.

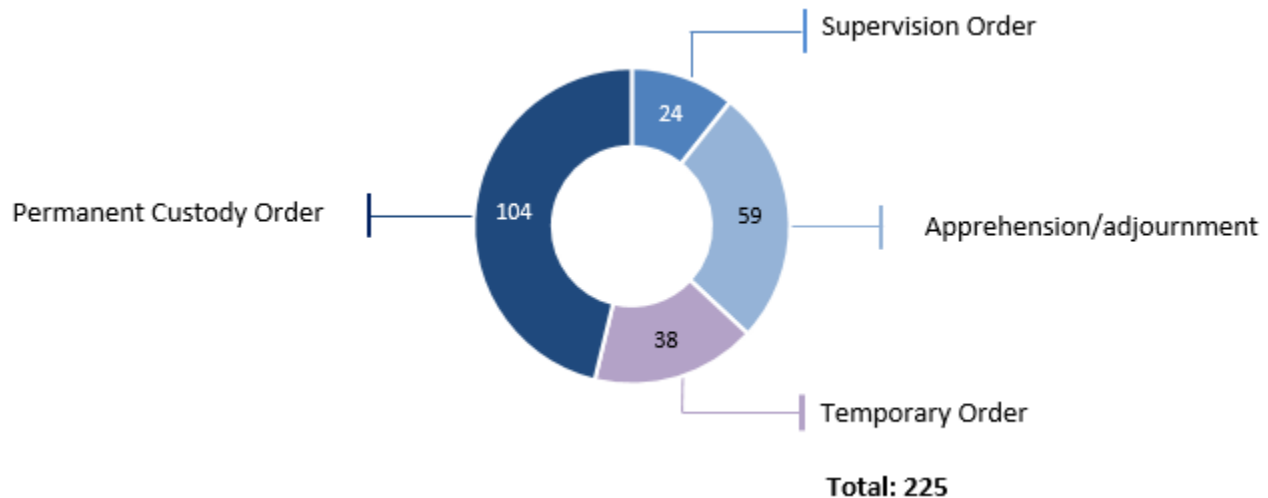
## Court Orders

There are three types of Court Orders, outlined on the right, that the Department is mandated to utilize under the Act when a child needs protection.

As of March 31, 2018, there were 225 children and youth under Court Orders. Figure 2 below provides a snapshot of the number of children and youth receiving services through Court Orders, including the number of children and youth under apprehension or adjournment statuses. An apprehension is a point in time when a child has been removed from the care of their parent(s). An adjournment order means a Court Order was made to bring the matter back to court on a later date, at which point one of the three types of Court Orders can be issued.

Court Orders	
<b>Supervision Order:</b>	court order that directs a CSSW to supervise the home of a child according to the terms and conditions of the order. The order cannot be for a period exceeding one year.
<b>Temporary Custody Order:</b>	court order which directs that the child be placed in the custody of the Director for a specified period.
<b>Permanent Custody Order:</b>	court order that places a child in the permanent custody of the Director to age 16, extendable to 19 if the youth consents or if ordered by the court. The court may specify in the order any terms and conditions that the court deems necessary such as provisions around the child's access to their parent(s).

**Figure 2: Children and Youth Receiving Service, by Court Order, March 31, 2018**



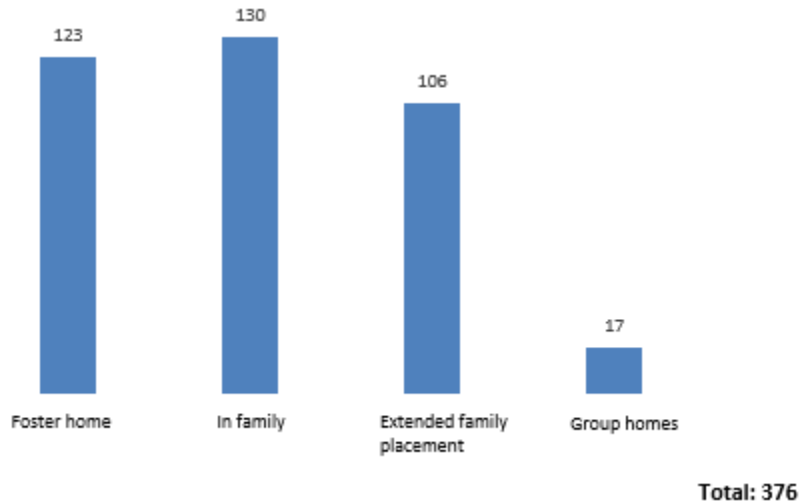
Of the 448 children and youth receiving services, half (50%) were receiving services under Court Orders, and the majority of those children and youth (46%) were under Permanent Custody Orders (also known as Permanent Care). Under the *Child and Family Services Act*, the Department is mandated to seek Permanent Custody Orders for children and youth who need significant protection. The court is called upon in these cases to deliberate the matter, and either issue or deny the Permanent Custody Order. Typically, when the Department is seeking a Permanent Custody Order, they have worked previously with the family through other Service Agreements and Court Orders. If the family struggles to meet the agreement and conditions deemed necessary to protect and support a child, the Department must seek a Permanent Custody Order to ensure the child's ongoing safety. As noted on the following page, many children and youth receiving services from the Department, including those under Permanent Custody Orders, remain within an extended family or their community.

## Where Children & Youth Receiving Services Live

When a child or youth's needs cannot be met in the family or community, the Department will explore residential care facilities in-territory, such as group homes that offer 24-hour care for children whose needs exceed the care provided within a family or foster family.

The Department provides funding to three facilities in Nunavut that offer residential care services to children and youth. As of March 31, 2018, there were 17 children and youth residing in these placements. Figure 3 below provides additional statistics on where children and youth were receiving services as at March 31, 2018.

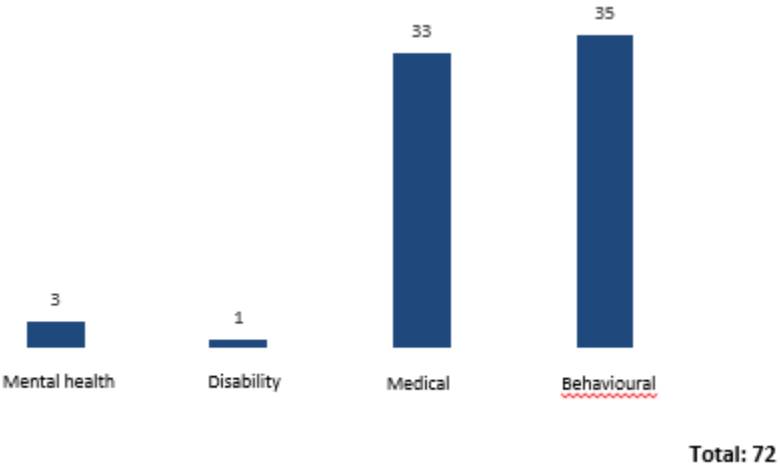
**Figure 3: Children and Youth Receiving Service In-Territory, March 31, 2018**



Of the 448 children and youth receiving services, 376 (84%), were in-territory and over half of those children and youth (67%) remained within their immediate family or extended family. The figure also demonstrates that 4% (17) of children were residing within group homes in the territory. For FY 2017/18, the Department provided \$4,359,566 to three group homes in Nunavut. This funding allows children and youth with higher needs to remain in-territory.

When a child or youth's needs cannot be met in-territory, out-of-territory residential care is utilized for specialized services such as child psychiatrists and psychologists, behavioural specialists, and/or trauma specialists. These services are necessary to address physical or sexual abuse or psychological trauma; complex mental health and severe behavioral issues; and/or medical issues such as Fetal Alcohol Spectrum Disorder. The Department has service contracts with facilities (i.e., group homes, specialized care homes) in Alberta, Manitoba, Saskatchewan and Ontario. Figure 4 below outlines the number of children and youth receiving specialized services in residential care facilities out-of-territory.

**Figure 4: Children and Youth Receiving Services Out-of-Territory, March 31, 2018**



As of March 31, 2018, there were 72 children and youth receiving services in residential care facilities out-of-territory.

As noted previously, over the past year the Department strengthened its capacity to ensure adequate oversight of out-of-territory facilities and clients’ care by creating two Client Liaison Officer positions, who will be staffed in Ottawa and Edmonton respectively. These Client Liaison Officers will be exclusive to Nunavut Inuit, which will create culturally appropriate relationships and connections for Nunavummiut residing out-of-territory. CSSWs from clients’ home communities will continue to monitor clients’ progress and wellbeing through regular contact and quarterly reviews of individual care plans; however, Client Liaison Officers can conduct face-to-face visits and ensure clients’ needs are being met.

The Department recognizes the importance of working to repatriate children and youth who are receiving services out-of-territory, where possible. The last section on Future Directions outlines how the Department more recently increased its capacity to support Nunavummiut in-territory, and will be working to repatriate certain children and youth to the territory.

**Foster Care**

Foster care plays an important role in providing children with a safe, stable and supportive environment until the child or youth’s home is safe, or the Department locates a permanent home. Extended family members or community members can provide short-term foster care for children and youth during emergencies, or long-term foster care until a more permanent plan is developed.

The Department recognizes the importance of keeping a child who requires protection or support within their extended family and community. Where possible, the Department will place a child in care with an extended foster family, where an extended family member cares for the child, or a provisional foster home, where a community member known to the child offers care. The Department identifies extended family members as the first choice for children requiring foster care services, and provides supports to families to ensure children remain in their home communities. Of the 376 children residing in Nunavut in FY 2017/18, 123 (33%) were in foster homes, and 236 (67%) were placed within their immediate family or with extended family members.



Foster parents receive funding to cover a child's basic needs and additional items such as recreation costs, and additional allowances for special occasions. Basic per diem rates range from \$43-\$50 per day depending on the community and may be supplemented for children that require specialized foster care. Family members undergo the same screening process as other foster parents, and are eligible for the same supports.

## OTHER AREAS OF SERVICE UNDER THE CHILD & FAMILY SERVICES DIVISION

### Adult Supports & Residential Care

#### In-Territory Residential Care

The Department provides funding for adult residential care in Nunavut, to ensure adults can remain in-territory while their needs are being met. Residential care provides placements and supports for adults whose complexity of needs cannot be met by the family or within the community.

In-territory residential care facilities include group homes, which provide 24-hour care and supported living homes, which offer semi-independent living arrangements for individuals with low needs.

For FY 2017/18, the Department provided \$2,921,601 to 6 residential care facilities for adults in Nunavut.

#### Out-of-Territory Residential Care

The Department provides funding to out-of-territory residential facilities such as group homes, medical facilities, and specialized care homes, for adults whose needs exceed the care offered in Nunavut. Because Nunavut does not have the capacity or infrastructure, the Department must rely on out-of-territory residential care facilities to meet the needs of Nunavummiut who require specialized care. As noted previously, Client Liaison Officers will play a large role in supporting these adults, ensuring their level of care is adequate, and facilitating cultural connections.

### Adoptions

Under the *Adoption Act*, the Department is responsible for departmental and private, and international adoptions in Nunavut. The information below outlines the different types of adoptions in Nunavut:

1. **Departmental:** adoptions where the child being adopted is in the permanent care and custody of the Director of Child & Family Services by court order. CSSWs facilitate departmental adoptions and where possible, identify extended family and community members as the first choice for children requiring a home.
2. **Private:** adoptions arranged independently between the birth parent(s) and adoptive parent(s). These adoptions must meet the requirements of the *Adoption Act*. CSSWs who process private adoptions work to protect the interests of all parties involved (i.e., criminal record checks, home assessments, etc.).
3. **Intercountry:** adoptions that involve Canada/Nunavut and a second country. When processing an intercountry adoption, requirements of Nunavut's *Adoption Act* must be met.

The Child & Family Services Division also provides support to Custom Adoption Commissioners under the *Aboriginal Custom Adoption Recognition Act* (ACARA). Although the Department has no direct involvement in the custom adoption process, it is responsible for ACARA, including the appointment, training, and payment of Adoption Commissioners. Under this legislation, custom adoptions are legally registered outside the courtroom and without legal proceedings, with the assistance of an appointed Custom Adoption Commissioner.

Custom Adoption Commissioners are solely responsible for facilitating custom adoptions in Nunavut, and will process custom adoptions as long as one birth parent is Nunavut Inuit, and one adoptee parent is Nunavut Inuit. Custom Adoption Commissioners can refuse to process a custom adoption if they do not feel the legislation or Inuit tradition is being followed. In FY 2017/18, there were 131 custom adoptions registered in Nunavut, and the Department provided \$27,000 in fees to Custom Adoption Commissioners.

Table 2 below provides a snapshot of the number of children adopted in Nunavut, facilitated by both the Department and Custom Adoption Commissioners, for FY 2017/18.

**Table 2: Children Adopted in Nunavut, by Region, FY 2017/18**

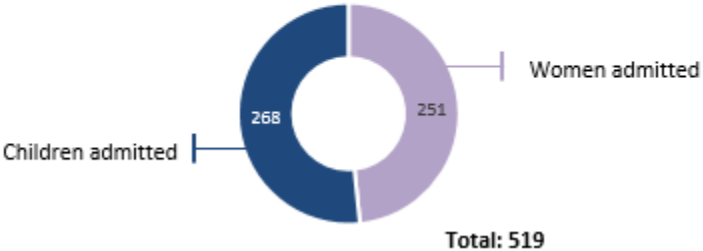
Region	Private	Departmental	Custom
Kitikmeot	0	0	18
Kivalliq	3	1	51
Qikiqtaaluk (excluding Iqaluit)	7	1	37
Iqaluit	5	2	25
<b>Total</b>	<b>15</b>	<b>4</b>	<b>131</b>

CSSWs provide adoption services for all adoptions in Nunavut, except those under ACARA, as noted above. Where possible, for departmental adoptions, CSSWs work to identify extended family and community members as the first choice for children requiring a home. The Department recognizes the importance of finding children permanent families and as such, continues to support families in becoming adoptive homes.

**Family Violence Prevention**

Family Violence Shelters provide a critical service to women and children seeking 24-hour emergency protection from violence, crisis intervention, and support services. Admission to a Shelter can be made through self-referral or community professionals, including CSSWs. CSSWs also play a critical role in family violence intervention in communities by facilitating safety planning, referrals to other services, and transportation to a safe location.

**Figure 5: Persons Admitted to Family Violence Shelters, FY 2017/18**



For FY 2017/18, the Department provided \$2,620,000 to five Family Violence Shelters in Nunavut. As demonstrated in Figure 5, this funding supported the 519 women and children who sought safety in the Family Violence Shelters.

**FUTURE DIRECTIONS**

**Increasing Residential Care Capacity In-Territory**

In June 2017, the Department resumed services and increased programming at the Illagitugut Centre for Youth, in Iqaluit. The Centre is an 8-bed facility designed to provide 24-hour care for high-risk female youth between the

ages of 12 and 19 who are under the care of the Director of Child & Family Services. The Department has increased service capacity at the facility through on-site renovations with added space for a visiting Elder, and on-site family visits. In addition, the Department has increased programming to include cultural and traditional land-based programming; psychological skills training, mindfulness skills training; and developmentally appropriate early intervention, stabilization and treatment services.

As part of repatriation planning, the Department is continually reviewing clients who may be eligible for the Illagiitugut Centre for Youth.

## **Strengthening Inunnguiniq Parenting**

The Department continues to engage parents and communities in keeping children safe by funding the delivery of the Inunnguiniq Parenting Program Facilitator Training, which aims to revitalize the practice of inunnguiniq. The parenting program, based on needs identified by Nunavummiut, includes Inuit perspectives on child-rearing, positive discipline methods, wellness counselling and healing from trauma.

As part of its contribution to the *Inuusivut Anninaqtuq Action Plan 2017-2022*, in FY 2017/18 the Department provided \$120,000 in funding to the Qaujigiartiit Health Research Centre to deliver four sessions of the Inunnguiniq training program in three communities. In addition, the Department provided \$63,250 to fund the Kitikmeot Inuit Association to deliver the program throughout the Kitikmeot Region, and \$22,500 to support the Acquimavik Society's Inunnguiniq Family Support Initiative.

Inunnguiniq Parenting Facilitator Training will continue to be delivered in 2018/19 to CSSWs as part of the Office of the Auditor General of Canada's recommendation that staff be provided with parent and community engagement training. In addition, grants and contributions funding will be made available for the delivery of community-based programming.

## **Implementing the Client Information System**

The Department is working to address workload standards in compliance with the recommendations from the Follow-up Report, by developing the Client Information System to track client caseloads. The electronic case management system will allow CSSWs to document referrals, investigations, service plans, and case notes. This will allow for increased oversight and transparency, as well as planning and program development. It is expected that the system will be operational by the end of FY 2018/19.

## **CONCLUSION**

The 2017/18 Annual Report presents statistics that reflect the Department's commitment to increased collaboration with families through Service Agreements, keeping children within territory where possible, and increasing its capacity to support and provide culturally appropriate services to Nunavummiut living out-of-territory.

The upcoming year marks our sixth year as a Department. It is an opportunity for the Department to enhance supports to parents and caregivers of children and youth, and review departmental programs and services that our clients access. This will include a review of the Department's residential care supports in and out-of-territory, and departmental guidelines and procedures for Family Violence Shelters. Additionally, the Department will continue its efforts to strengthen client services through the implementation of our Client Information System, which will enable the Child & Family Services Division to gather data to inform case planning, programming and client oversight.

It is our expectation that collaboration, engagement, and support will be the main pillars of our programming for the next year. Working from a collaborative standpoint will allow us to function as inclusive and balanced communities in which all of us are able to contribute to a positive future for Nunavut.

**Note on Data Collection**

The data in this report came from monthly summaries provided by frontline staff. All efforts are made to provide accurate information in the absence of a centralized case management system. As noted above, the Department of Family Services is working towards the implementation of a case management system, which will facilitate accurate data collection.