



JAN 14 2020

Ms. Tammy Roberts  
Executive Director  
Foster Family Coalition of the NWT  
P.O. BOX 2022  
YELLOWKNIFE NT X1A 2P5

Dear Ms. Roberts:

### **Child and Family Services Quality Improvement Plan**

I would like to take this opportunity to draw your attention to the most recent quarterly update on the Child and Family Services System's Quality Improvement Plan. Released in August 2019, the Quality Improvement Plan identified 70 action items to improve the Child and Family Services System in order to achieve better outcomes for children, youth, and their families.

To date, approximately 33% of the action items in the Plan have been completed. These include:

- Completed the Child and Family Services component of the system-wide accreditation, which is one of the overarching activities aimed at improving the quality of services.
- Developed a project plan to conduct ongoing assessments of Child and Family Services' optimal skill mix, workload, and caseloads to ensure a fair and equitable distribution of resources across all regions.
- In collaboration with the Foster Family Coalition of the Northwest Territories, we developed and implemented a foster care recruitment and retention strategy.
- Updated contact standards to reflect leading practices so that children are better supported on their needs.

The Quality Improvement Plan Progress Tracker reflects the latest quarterly update, and can be found at the following link:

- [www.hss.gov.nt.ca/en/quality-improvement-progress-tracker](http://www.hss.gov.nt.ca/en/quality-improvement-progress-tracker)

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To ensure that we are achieving improved outcomes for children, youth, and their families, we want to continue to work closely with Indigenous Governments and Organizations, our frontline staff and those accessing our services. Their feedback, as well as reviewing quantitative data, on a regular basis will show if we are on the right track, or if we need to add new or adjust existing action items.

Sincerely,

A handwritten signature in blue ink that reads "D Thom". The "D" is large and stylized, with a loop at the top. The "Thom" is written in a cursive, slightly slanted style.

Diane Thom  
Minister of Health and Social Services