

**Ministry of Children & Family Development Status Update on Planned Deliverables in Response to  
the Coroner's Inquest for Robert Robinson\***

*\*The Coroner's Inquest Jury directed 11 of 13 recommendations to MCFD*

<i>Rec</i>	<i>Coroner's Inquest Jury Recommendations</i>	<i>Completed Actions as of March 2016</i>	<i>Planned Deliverables</i>	<i>Projected Dates</i>	<i>Status Update as of May 2018</i>
1	Ensure ongoing training with regards to Collaborative Practice between Child and Youth with Special Needs (CYSN) and Child Welfare Workers.	<ul style="list-style-type: none"> <li>Collaborative Practice between Child and Youth with Special Needs (CYSN) and Child Welfare Workers policy was implemented in April 2012.</li> <li>In May and November 2015, the CYSN and Child Protection (CP) consultant hosted an orientation session for staff on Collaborative Practice between CYSN and Child Welfare Workers policy; directed towards all new staff, or staff who missed earlier presentations in the three Northern Service Delivery Areas. The orientation included: services available; transition planning; roles and responsibilities; working with service partners; collateral contacts; and use of Integrated Case Management System (ICMS).</li> </ul>	<ul style="list-style-type: none"> <li>Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> <li>Ministry to develop on-line training sessions which emphasize a continuum of services between CYSN and Child Protection practice (Collaborative Practice between CYSN and Child Welfare Workers), highlighting: <ul style="list-style-type: none"> <li>Roles and responsibilities when working with mutual families,</li> <li>Case documentation guidelines,</li> <li>Case transfer; and,</li> <li>The utilization of the Priority Service Tool to assess a family's service needs.</li> </ul> </li> </ul>	Fiscal 2016/17	<p><b>Completed:</b> In-person training on the tool was rolled out to 180 CYSN staff across BC by March 31, 2017. Information on collaborative practice has been embedded in the online training for CYSN workers.</p> <p><b>Underway:</b></p> <ul style="list-style-type: none"> <li>Phase II of the CYSN training for Delegated Aboriginal Agency Social Worker's will be rolling out in 2018/19.</li> <li>Phase III will have CYSN training roll-out to all MCFD practitioners once Phase II is complete.</li> </ul> <p><b>Collaboration between MCFD Divisions</b> -Aboriginal Services, Service Delivery Division, and Inclusion Supports and Services Policy Team to coordinate further knowledge exchange opportunities with DAAs to enhance knowledge and understanding of CYSN services and supports.</p>
2	Provide child safety training to Child and Youth with Special needs social workers to identify when to involve Children Protection Services.	<ul style="list-style-type: none"> <li>CYSN Curriculum developed and addresses child safety and duty to report.</li> <li>In November, 2015 Community Services Manager (CSM) met with all CP, CYSN, Guardianship and Resource staff in Prince Rupert to review: <ul style="list-style-type: none"> <li>The importance of CYSN staff utilizing the Priority Service Tool with families; and,</li> <li>Engaging and supporting</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> <li>Ministry to develop on-line training sessions which emphasize a continuum of services between CYSN and Child Protection practice (Collaborative Practice between</li> </ul>	Fiscal 2016/17	Content on collaborative practice between CYSN and CP workers has been embedded throughout the content and case studies in the CYSN online course. The case study in Module 4 and the content in Module 5, Engagement and Collaboration, address the collaboration between CYSN and CP workers directly.

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		<p>parents in high stress circumstances to navigate support services</p> <ul style="list-style-type: none"> <li>○ Engaging with Aboriginal communities to support safety and long term planning.</li> <li>○ The duty to report in the context of CYSN involvement</li> <li>○ The BC Summary of Domestic Violence Risk Factors;</li> <li>○ Clinical consultations with Directors of Practice and consultants in complex cases;</li> <li>○ Role of Advocacy (Representative For Children and Youth Advocacy Agreement &amp; Inclusion BC)</li> </ul>	<p>CYSN and Child Welfare. Workers), highlighting:</p> <ul style="list-style-type: none"> <li>○ Roles and responsibilities when working with mutual families,</li> <li>○ Case documentation guidelines,</li> <li>○ Case transfer; and,</li> <li>○ The utilization of the Priority Service Tool to assess a family's service needs</li> </ul>		
3	<p>Provide Children and Youth with Special Needs (CYSN) social workers with adequate training in special needs education policy and practice, and cultural sensitivity.</p>	<ul style="list-style-type: none"> <li>• CYSN curriculum developed and addresses education policy, practice and cultural sensitivity.</li> <li>• In January 2015, the Service Delivery Area established monthly community of practice teleconferences with the CYSN social workers and team leaders in the North West Service Delivery Area to ensure CYSN resources are allocated appropriately. Community Service Manager for Terrace/Kitimat Local Service Area chairs the teleconferences.</li> <li>• In February 2015, a CYSN/Early Childhood Development consultant was hired to cover the three Northern</li> </ul>	<ul style="list-style-type: none"> <li>• Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> <li>• Cultural competency training, including online training, experiential learning and mentorship is available to staff.</li> </ul>	<p>Fiscal 2016/17</p> <p>Ongoing Sessions</p>	<p>See Rec #1 regarding roll-out of CYSN online training for MCFD and DAA staff.</p> <p>Cultural competency content has been woven throughout the CYSN online course; there is a section on the Aboriginal Policy and Practice Framework (APPF) in the Introduction, the case study of Module 2 is based on an Indigenous family seeking CYSN services, and Module 3 focuses specifically on cultural safety.</p>

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		<p>Service Delivery Areas who will provide direct support and consultation to staff on CYSN practices, policies and complex case circumstances.</p> <ul style="list-style-type: none"> <li>In June 2015, Provincial CYSN Community of Practice teleconferences began with CYSN Team Leaders, CYSN Consultants, CYSN Policy, and CYSN Provincial Operations to provide opportunities for consults on issues related to practice and policy.</li> </ul>			
4	Ensure the status of peace bonds and no contact orders are known and considered in safety planning for children.	<ul style="list-style-type: none"> <li>The Protection Order Registry (POR) contains information on protection orders. Child Welfare Workers can obtain information from the POR through centralized screening.</li> <li>In February, 2016 a Practice Directive was issued to Child Welfare Workers on how to obtain information on protection orders in the POR.</li> </ul>	<ul style="list-style-type: none"> <li>Completed –no planned action.</li> </ul>		Completed in 2016
5	Establish more directive guidelines regarding collaborative planning for children and youth with special needs, to identify the types of ministry, medical,	<ul style="list-style-type: none"> <li>Collaborative Practice between CYSN and Child Welfare policy was implemented in April 2012, but the training has not been on-going.</li> <li>The CSM has established regular monthly meetings with the Delegated Aboriginal Agency in Prince Rupert</li> </ul>	<ul style="list-style-type: none"> <li>Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> </ul>	Fiscal 2016/17	See Rec #1 for roll-out information and Rec #2 for information on course content

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	school and community programs, Aboriginal Agencies and other supports who should be involved.	<p>to discuss cases involving families receiving Ministry services on Reserve; a similar process is planned to support families living off Reserve.</p> <ul style="list-style-type: none"> <li>CYSN curriculum developed and includes a joint training module on Collaborative Practice Guidelines between CSYN and CP practitioners.</li> </ul>			
6	Review discharge planning practices and implement an action plan for Child and Youth with Special Needs (CYSN) clients when respite and/or other support services are cancelled or suspended.	<ul style="list-style-type: none"> <li>CYSN curriculum developed and addresses discharge planning.</li> <li>The Determining Families' Needs for Support and Assistance and the Determining Priority for Children's Services policies identify the need for developing a support plan and frequency at which the plan is reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> <li>The CYSN project is reviewing the CYSN assessment and service planning and tools to increase consistency of application and of service provision. An expected future deliverable of the project will review and improve case closure procedures.</li> </ul>	<p>Fiscal 2016/17</p> <p>Fiscal 2016/17</p>	<p>Ref to #1 for roll out information and Rec #2 for information on course content. The CCAT referenced below has been embedded in the online course in the three case studies and other modules.</p> <p><b>CYSN Consolidated Assessment Tool</b> The CYSN Consolidated Assessment Tool (CCAT) is a form (CF0670) used by MCFD staff for reporting and case management for children and youth with special needs.</p> <p><b>Completed:</b> The Comprehensive service and planning tool has been implemented across BC in 2016/17. Tool ensure transportation costs and availability are a part of respite planning with families.</p> <p><b>Completed:</b> In-person training on the tool was rolled out to 180 CYSN staff across BC by March 31, 2017. Information on the tool has been embedded in the online training for CYSN workers.</p> <p><b>Completed:</b> MCFD released three new CYSN policies to address planning practices and how to prioritize need for services.</p> <p><b>#1 Service Planning</b> <b>#2 Eligibility Policy CYSN</b> <b>#3 Service Priority Policies</b></p> <p><b>In Policy #3 Progress and Service Review states:</b></p>

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					<ul style="list-style-type: none"> <li>• CYSN Workers discuss the Family Support Services for CYSN or At Home Program Respite Benefits with the family including the original goal and whether the service is meeting the goal, and any new barriers that may exist.</li> <li>• If services are not meeting the goal or may no longer be necessary, the CYSN Worker discusses the need for continued service with the family.</li> <li>• If the family is now unable to receive the full amount of service due to transportation barriers, the CYSN Worker immediately follows up with the Team Leader to discuss.</li> <li>• CYSN Workers document any changes to services using a ministry-approved format (e.g. CCAT, Case Notes, etc.).</li> </ul> <p><b>Underway:</b> Active discussions underway within the CYSN Cross Divisional Committee in confirming consistent practice in case planning, coordinating services and supporting the family as well as consistent approaches when a family/Social workers come to the decision to that the social worker is no longer needed.</p>
7	Establish a protocol to ensure the First Nations Health Authority is involved in planning for First Nations and Aboriginal children and youth with special needs.		<ul style="list-style-type: none"> <li>• MCFD and First Nation Health Authority to establish Case Planning and Collaboration Protocol.</li> </ul>	Fiscal 2016/17/18	<p>Several collaborative meetings have taken place 2017/18 fiscal year to:</p> <ul style="list-style-type: none"> <li>• Established understanding of range of MCFD CYSN programs, services, and eligibility policies</li> <li>• Establish understanding of programs for children and youth with special needs through First Nations Health Authority (FNHA) , including eligibility.</li> <li>• Created linkages with FNHA System Navigators in relation to</li> </ul>

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					<p>Jordan's Principle</p> <p><b>Underway:</b></p> <ul style="list-style-type: none"> <li>• Monthly meetings with FNHA Wellness Programs Director to continue sharing information with FNHA's Wellness Programs on the range of MCFD CYSN services, programs, eligibility, and data.</li> <li>• Monthly meetings membership expanded to include representatives from FNHA's Jordan's Principle Focal Point.</li> <li>• Continued focus of dialogue on confirming common goals and linkages, identification of case planning and collaboration opportunities, work collaborative to identify gaps in order to strengthen access to services by First Nation children, youth and families.</li> </ul>
8	Consult with First Nations Bands and appropriate Aboriginal agencies with respect to planning for First Nations and Aboriginal children and youth with special needs.	<ul style="list-style-type: none"> <li>• CYSN curriculum includes a section pertaining to engaging and collaborating with First Nation Bands and Aboriginal Agencies to ensure culturally sensitive practice with respect to planning for Aboriginal children and youth with special needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Child and Youth with Special Needs (CYSN) training will be rolled out in phases. It will be offered to new CYSN staff and will be made available to practitioners and staff across the ministry and to Delegated Aboriginal Agency Social Workers.</li> </ul>	Fiscal 2016/17	See Rec #1 for roll-out information and Rec #3 for information on course content regarding consulting with appropriate First Nation Bands and Aboriginal Agencies regarding case planning.
9	Ensure autism training in rural and remote communities, including Applied Behavioural Analysis and other research based therapies at no cost	<ul style="list-style-type: none"> <li>• Since 2011, the MCFD Autism Outreach Program has been providing ABA, best practice face to face presentations, conferences and workshops for families to support children and youth with Autism Spectrum Disorders.</li> </ul>	<ul style="list-style-type: none"> <li>• Through the Autism Outreach Program provide up to three, 3-day training sessions in rural and remote communities across the Province to MCFD and related staff and families/caregivers.</li> </ul>	Fiscal 2016/17	<p><b>Completed and Ongoing:</b></p> <p>Through the Autism Outreach Program now housed in Provincial Services – Autism Information Services BC (AIS BC), MCFD has provided the following:</p> <ul style="list-style-type: none"> <li>• The Provincial Outreach Program for Autism enhances service capacity for children and youth with Autism Spectrum Disorders (ASD) and their families across BC with a specific focus on</li> </ul>

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	to a child's funding allowance.	<ul style="list-style-type: none"> <li>• Workshops have been provided to over 1,000 registrants (families and service providers) across BC with a focus on rural and remote communities.</li> <li>• Outreach sessions include: <ul style="list-style-type: none"> <li>○ over 40 Face-to-face workshops including 24 two-day parents sessions across BC (note 2 -2 days sessions were held for families in Prince Rupert and Terrace in 2012);</li> <li>○ the First Nations Education Steering Committee and First Nations School Association;</li> <li>○ the Prince George Friendship Centre;</li> <li>○ professionals and families from the Services to Adults with Developmental Disabilities (STADD) program;</li> <li>○ the Interior community services;</li> <li>○ the Northern St'at'imc Outreach</li> </ul> </li> <li>• Through Douglas College, the autism outreach program has also provided on-line training for over 180 front-line interventionists in rural and remote communities across the province.</li> </ul>	<ul style="list-style-type: none"> <li>• Workshops will involve collaboration with community partners such as ACT – Autism Community Training, the Canucks Autism Network, and other local supports and services.</li> <li>• On-line resources including videos will also be created to support families/caregivers across the province and will address the most common areas of need.</li> </ul>		<p>improving access to services in rural and remote communities. The Provincial Outreach Program for Children with Autism (the Outreach Program) was launched in September 2011. Since then, the Outreach Program has provided Autism Spectrum Disorder intervention training and support to more than 2,000 parents, social workers and autism service providers in rural and remote communities across BC. This includes over 65 training workshops to communities across BC.</p> <ul style="list-style-type: none"> <li>• The Outreach Program also includes a partnership with Douglas College to provide on-line training at a reduced rate to front-line service providers (Behaviour Interventionists) in rural and remote communities. Since the Outreach Program's launch, the partnership has provided training to over 375 front-line behaviour interventionists from 80 communities across B.C., resulting in an increase in local community capacity.</li> <li>• The Provincial Outreach Program for Autism is now housed within Autism Information Services British Columbia (AIS BC) within Provincial Services</li> <li>• AIS BC was launched in July 2017 to assist the growing number of B.C. families affected by autism who need support in making informed decisions about treatment options in their community.</li> <li>• AIS BC is a provincial information centre for autism and related disorders that provides best practice information, supports and training to families, service providers, and community professionals across the province.</li> <li>• Experienced staff are available by phone (Toll-Free line – 1-844-878-4700), in person, or by email to explain the range of best practice treatment options for autism spectrum disorder (ASD) and to help navigate the BC service system.</li> <li>• AIS BC Offers: <ul style="list-style-type: none"> <li>○ Supports directly to Families;</li> <li>○ Supports to Service Providers - AIS BC is a central resource for MCFD-related staff across the province (e.g. CYSN Workers, Guardianship workers, MCFD contracted service providers, public health unit staff,</li> </ul> </li> </ul>

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					<p>diagnosticians, etc.) to assist them to better support the families they serve.</p> <ul style="list-style-type: none"> <li>○ Management of the Registry of Autism Service Providers (RASP) to ensure that families have access to professionals whose education, training and experience qualifies them to design, supervise and implement effective autism treatment programs. There are currently 774 service providers listed on the RASP; and</li> <li>○ Outreach Workshops Across BC and Participation in Community Connection Events</li> </ul> <ul style="list-style-type: none"> <li>● In 2017/18 a 3-day workshop series was held in Castlegar BC in October. Workshops were held across the 3 days and evenings. Participants were invited to attend any or all of the workshops.</li> <li>● The workshop series involved collaboration with community partners; the Canucks Autism Network; Dr. David Worling, a psychologist who specializes in mental health and ASD; and expert staff from AIS BC. Supporting children and families with Autism Spectrum Disorders.</li> <li>● Over 200 parents, family members, service providers, and MCFD staff attended the 3-day workshop series. Evaluations indicated that the community was very pleased with the 3 day event.</li> <li>● Outreach workshops for Williams Lake (May/June 2018) and Fort St, John / Dawson Creek (Fall 2018) are currently in development.</li> <li>● The Campbell River Autism Outreach workshop series occurred over 3 days. There were 6 workshops on a range of topics with different presenters were offered across the 3 days. Participants were able to attend any or all of the 6 sessions. Registration was required for each individual session.</li> <li>● All 6 workshops were very well attended with attendance ranging from over 60 participants per session to over 150 participants per session.</li> <li>● Evaluations for each of the 6 sessions were overwhelmingly positive with an overall satisfaction rating of 4.7/5 (on a Likert</li> </ul>



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					scale of 5; 5 indicating "very satisfied" with the workshop and a 1 indicating "very dissatisfied" with the workshop). Evaluation comments indicated that overall, participants were very happy the workshops both individually, and overall across the 3 days.
10	Review delegation training (Child Protection [C-6], Guardianship [C-4] and Resources [C-3]), by working collaboratively with an Indigenous Delegated training agency to provide culturally sensitive practice.	<ul style="list-style-type: none"> <li>The Ministry contracts with an Aboriginal Agency to deliver child welfare training to Delegated Aboriginal Agency staff.</li> </ul>	<ul style="list-style-type: none"> <li>Currently child welfare training curriculum (which is aligned with delegated) is being revised ; the Aboriginal Policy and Practice Framework is applied to ensure curriculum content is reflective of an aboriginal lens and addressed culturally sensitive practice The Ministry Learning and Development Team has Aboriginal representation on the Team.</li> </ul> <p>Cultural competency training, including online training, experiential learning and mentorship is available to staff</p>	Fiscal 2016/17	<p><b>Completed and ongoing:</b></p> <p>The new <b>Child Welfare Training Program (C6)</b> has been implemented fully in 2017.</p> <p>The Child Welfare Training program is comprised of several levels of instruction including an orientation package, a basic skills workshop, core training, and a course focused on court proceedings. Instruction regarding the Indigenous community is woven throughout the program and layered over several specific practices.</p> <p>The APPF is addressed specifically in the orientation and reviewed in the skills workshop (Skills 101). Learners are introduced to the key elements of the framework and they learn how to build cultural safety practices into their daily work. CFCSA regulations, DAA requirements, and MCFD policies regarding Indigenous families are taught at the appropriate points of the protection practice cycle, particularly when learning how to gather information and complete assessments by means of MCFD Structured Decision Making tools. Knowledgeable facilitators provide guidance and address questions regarding Indigenous policies and regulations, and provide basic instruction on the traditional methods of mediation that can be applied to cases involving Indigenous children.</p> <p>The court proceedings course (Skills 201) addresses Indigenous policy at various points in the court process. The main case study involves the removal of a Métis youth and the subsequent requirements for process service, community consultation and involvement, and cultural safety planning.</p> <p>Core training includes the <u>San'yas course</u> which provides the</p>

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					<p>opportunity to build a knowledge base that can be applied to a range of protective practices and to the provision of family support services for Indigenous families.</p> <p><b>Permanency Planning Training Program (C-4)</b> has been implemented fully in 2016 and will continue to be offered on an ongoing basis.</p> <p><b>Resource Worker (C3)</b> Policies can into effect March 1, 2017 and orientation sessions were for social workers in the spring of 2017.</p> <p>Indigenous Delegated training agency provided culturally sensitive practice as the above training was developed and rolled out.</p> <p>Cultural competency training, including online training, experiential learning and mentorship is available to MCFD and DAA staff.</p>
11	Review the autism funding cap of six thousand dollars per year for children six years and over and consider increasing this funding in order to ensure higher need individuals are being accommodated.	<ul style="list-style-type: none"> <li>Review Underway – MCFD's Minister continues to have an accountability to 'lead a cross ministerial working group ... and make recommendations to Cabinet on potential changes (for autism services).</li> </ul>	<ul style="list-style-type: none"> <li>Continue to lead a cross-ministerial working group with Health and Education on the effectiveness and coordination of the provision of autism services for children and youth in British Columbia.</li> </ul>	Fiscal 2017/18	<p><b>Completed and Ongoing:</b> A Cross-ministry Autism Services and Supports review was held from 2015 to 2017. Outcomes of review has led to on-going improvements in autism services and supports, including:</p> <ul style="list-style-type: none"> <li>development of training modules for front-line health professionals, with emphasis on common mental health co-morbidities in children and youth with ASD;</li> <li>development of training modules for babysitters/caregivers, recreational staff, and first responders;</li> <li>a 3 year research project to develop and evaluate an evidence-based parent-coaching early intervention model for infants and toddlers; and work with the College of Psychologist of BC towards the regulation of behaviour analysts to better protect families.</li> </ul>