

SHSS Development Process 2018 to 2022

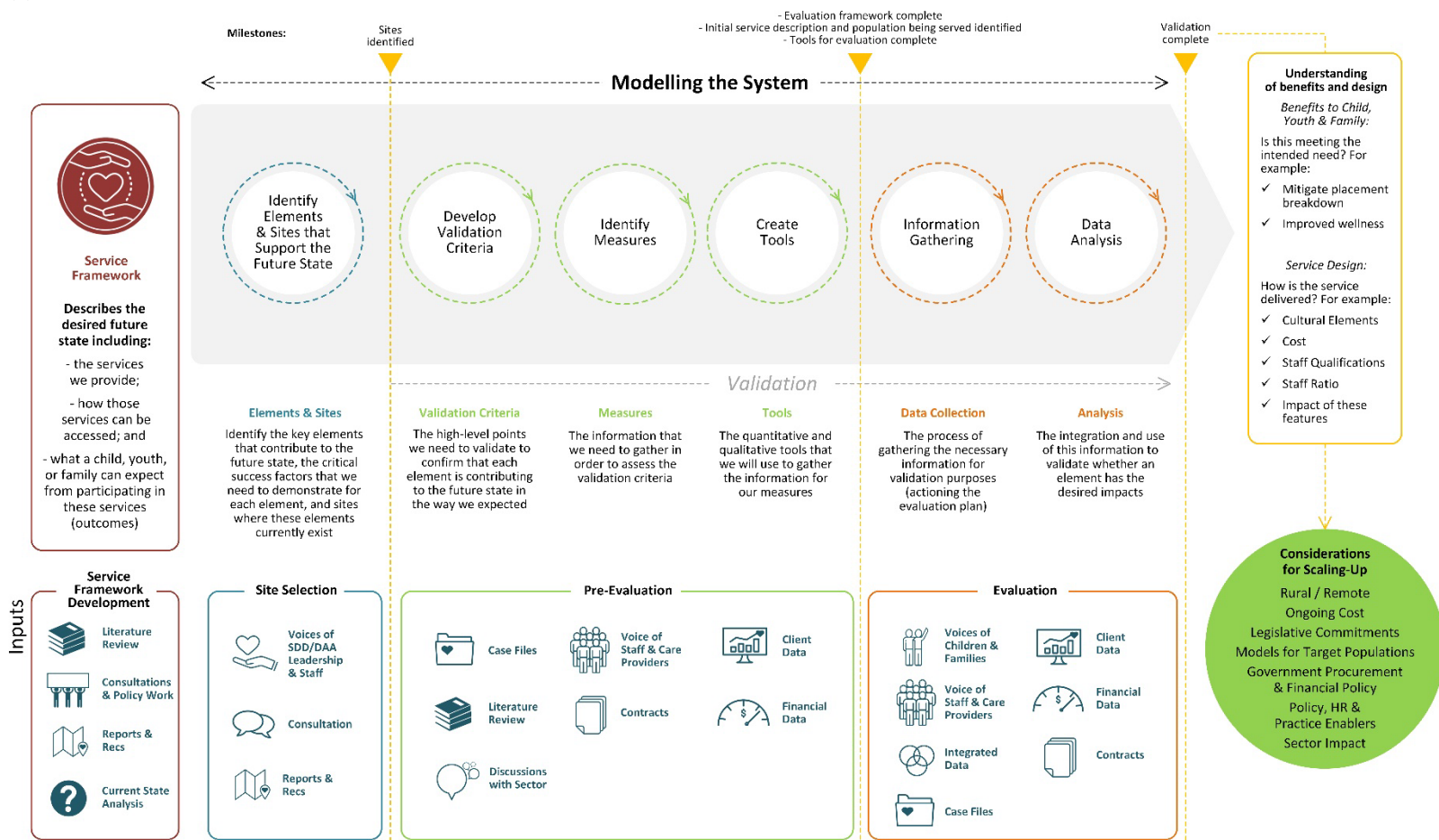
- Work started in 2018/2019 with OAG report and strategic framework
- Some key processes used consistently through duration of project to inform products and decisions (iterate engagement and taking findings and incorporating them into subsequent iterations of documents/policies):
 - **Significant consultation and research** – including service providers, building from system of care consultations with families (1500 people), umbrella organizations (Federation, BC Foster Parents Association, Social sector advisory, ICFSAs, RCY etc). Jurisdictional scan/research. Reviewed 400+ recommendations to date and themed (dating back to pre 2012 residential review report)
 - **Integrated Data Project** – linked data across ministries to example needs of children in contracted care compared to broader cohorts – emergency data, hospitals, cymh, schools, etc.
 - **Governance**: cross divisional ADM and ED biweekly meetings, External advisory (including ICFSAs), service provider advisory (14 key service providers)
 - **govtogether.com** public engagement

What products and policies were developed leveraging these processes. How the work unfolded:

1. **Developed 4 DRAFT SHSS services and improvements to the network of care based on research and consultation (September 2018- December 2019)**. In addition to developing the 4 SHSS services, the team also developed a plan for improvements to out of care (OOC) and foster system (these were seen as an important dependencies that would allow SHSS services to operated as intended)
2. With those 4 SHSS services (and the OOC supplementals policy concept) MCFD then “**Modelling the system**” January 2020-August 2020) – this is where MCFD worked with partners to find existing services aligned with the SHSS, studied them – including interviewing children/youth in service to examine what worked, what doesn’t, what is needed to make these models benefit children and families. This was a strong partnership with ministry quality assurance team to build the evaluation framework for the modelling the system process – and included ministry Practice A/Executive Director, ministry Aboriginal services, etc. (see appendix A for visual)
3. **Refined service expectations documents (July 2020- December 2020)** using governance outlined above – drafted service expectation documents through broad engagement with service providers and umbrella organizations (over 20 briefings with external governance tables – including Children’s Forum, Council on Indigenous Women (MACIW) table, Indigenous Child and Family Services Agencies (ISFCSAs) Partnership Table, Federation of Community Social Services member workshops, Social Sector Advisory Committee). These service expectation documents outline:
 - **Service design – who it is for, what it is intended to achieve for the service recipient, and how it is delivered**

- **Accountabilities for the service provider (including clinician model/model of care)**
 - **Intended outcomes and indicators for reporting for service**
 - **Staffing structures**
4. **Internal Change Management Activities (internal and external)– December 2020/January 2021:**
cohosted internal team briefings with team leads, directors of operations, resource workers regarding the new service expectation documents. Engaged in change management sessions with 200 staff and service providers. Internal web page developed to provide point of contact for initiative and FAQs for ICFSAs and ministry staff.
 5. **Posted service expectations for SHSS to govtogether.com (Feb 13 -2021)_** to welcome and additional feedback (these documents included outcomes and indicators for monitoring), outlined a commitment to continue to engagement with ICFDSAs and service providers to inform implementation continues – (note this engagement has continued)
 6. **Costing for services developed** with cross-division team, external sponsor team, review of existing contracts, inputs from modelling the system, AND efficiencies to be realized through global contracts etc
 7. **Rights Holders engagement (2021/2022)** – Alderhill consulting firm led engagements with Rights Holders on the SHSS service models and how these align with Rights Holders’ vision for child and family services.
 8. **Redraft of Service expectation documents (2021-2022)** – based on feedback collected through engagement, modelling system, web-based engagement, input from children/youth and those with lived experience, redrafted the service expectation documents to reflect engagement finding
 9. **Conversion of service expectation documents into Contract Language and accountabilities (2022)**

Appendix A:



DRAFT – February 19, 2020