



SPECIALIZED HOMES & SUPPORT SERVICES (SHSS)

Service Provider Information Bulletin

What is SHSS?

SHSS is the Ministry’s enhanced approach to the delivery of services and contracted staffed care to children, youth and families.

The introduction of new services, with emphasis on key prevention and early intervention efforts, aims to support family preservation, address the individualized needs of, and provide homes for, children and youth who require specialized care.

You talked. We listened.

Insights provided during the “Lessons Learned” exercise have been instrumental in shaping our Provincial Roll Out approach and making the necessary adjustments for implementation within Service Delivery Areas (SDAs):

- ▶ Simplified user guides, significant IM/IT improvements and regular updates on Service Provider Learning Site
- ▶ Elimination of RFP process, with current legacy contracts to be transitioned to new SHSS agreement

4 NEW SERVICE TYPES



Emergency Care



Respite Care



Low Barrier Short-Term Stabilization Care



Specialized Long-Term Care

PROVINCIAL IMPLEMENTATION

This bulletin is intended to provide updates on SHSS, including implementation status. By fall 2025, SHSS will be fully implemented with five core features embedded in the service types:



Standardized Contracts with individualized care and a structured fee-for-service framework.

Service Plans specific to every child, entered in the Specialized Services Portal to develop and monitor child safety and well-being.

Supplemental Funds accessible for services via the Specialized Services Portal, aligned with each child’s service plan.

Strengthened Network of Care to address gaps and ensure balance across the four SHSS services.

SHSS Care Circle ensures holistic quality of care with checks and balances, prioritizing prevention, protection and family stability.

IMPLEMENTATION:




Vancouver Island and Northern SDAs

SHSS CONTRACTS:



Legacy: 55/380
Net New: 15

UPCOMING EVENTS



Specialized Services Portal (SSP) Update
Planned Aug 12, 2024

To prepare for this update, the SSP will be unavailable from 7 pm on Aug 9 – 6:30 pm on Aug 10



SSP Weekly Drop In Session
Wednesdays from 11:00 – 11:30 am

Visit SP learning site (For active SHSS contracts only)



SPECIALIZED HOMES & SUPPORT SERVICES (SHSS)

Service Provider Information Bulletin

A CLOSER LOOK AT SHSS SERVICE TYPES



LOW-BARRIER SHORT-TERM STABILIZATION



EMERGENCY CARE

- For children/youth in or out of care at risk of or experiencing a breakdown in living situation
- Short stay of approximately 3-9 months
- Non-clinical approach to crisis management through structured healing and intervention
- Small resource with 2-3 beds

- For children/youth in or out of care with urgent needs
- Short stay between 30-60 days
- Contractor learns child or youth's needs to inform a well-suited long-term placement
- Small home environment with 2-3 beds

SEE NEXT MONTH'S ISSUE FOR RESPITE CARE AND SPECIALIZED LONG-TERM CARE HIGHLIGHTS

THE NETWORK OF CARE

Comprising several types of care, placements and supports, the network is intended to ensure our various systems work together to:

- Keep families together through prevention and early intervention
- Support healthy development and well-being for children/youth
- Support children/youth to remain at home



SDAS IN IMPLEMENTATION:

Vancouver Island & Northern

SHSS CONTRACTS:

Legacy: 55/380
Net New: 29

SYSTEM UPDATES:

Portal
Learning Site
User Guide

DID YOU KNOW

The SHSS **Care Circle** is a predetermined team of care providers who collaboratively inform, develop and monitor the service plan for a particular child or youth residing in an SHSS home.

- Care Circles meet **monthly**, per the cadence set out in policy for each care type.
- The **Primary Professional** establishes the Care Circle's members.
- The **Service Provider** arranges and documents the Care Circle (exclusive of those in Emergency Care, which are convened by the Primary Professional).
- Care Circles are documented as an **Event** in the [Specialized Services Portal](#).

See the [User Guide for Care Providers](#) for information on documenting Care Circles.

UPCOMING EVENTS



SSP Drop-In Session

Every Wednesday
11:00 - 11:30 am

Visit the [SP learning site](#) (for active SHSS contracts only)



SPECIALIZED HOMES & SUPPORT SERVICES (SHSS)

Service Provider Information Bulletin

A CLOSER LOOK AT SHSS SERVICE TYPES



LONG-TERM SPECIALIZED CARE



RESPIRE & RELIEF CARE

- For children/youth in care whose needs exceed the level of support provided in other options
- Long-term stay up to age 19
- Safe, supportive and nurturing environment provided by specialized staff and resources
- 3rd party clinical oversight and expertise providing accountable, high-quality 24-hour care

- For children/youth in or out of care to relieve caregiver of daily demands & stabilize arrangement
- Short stay of under a week
- Provide children/youth opportunity to engage in connections outside the home
- Small, supportive home-based environment with 2-3 beds

LEARNING THE SHSS LINGO

The Service Provider Guidebook's Glossary is a great place learn about new or revised SHSS roles and terminology. These are just a few of our key roles:

Primary Professional

- Social worker most responsible for managing a child/youth in a Care Setting and their family
- For children/youth in-care, they are often also the Guardianship Worker

Guardianship Worker

- Social worker responsible for day-to-day guardianship decisions
- Upholds legislated rights of children/youth and inherent rights of Indigenous children/youth

Resource Worker

- Social Worker that maintains SHSS resources by monitoring Service Provider services at a Care Setting, and overseeing adherence to Policy & Standards

SHSS Care Provider

- Member of the Service Provider team that provides direct care to the children/youth receiving the Services

Sharpen your skills in the portal!



Download the Calendar Invite!
(For active SHSS contracts only).

SERVICE PLAN ROADMAP

Explore the SHSS Service Plan Roadmap, a recently developed tool providing a visual of the SHSS service planning process with helpful links and videos to support our Service Providers!

Your source for crucial tips, tricks and must-know facts about SHSS!



hot TIPS

- A **Monthly Check-In** for each child/youth must be completed every 30 days.
- **Service Providers** are responsible for notifying the Primary Professionals and Resource Workers once it's been posted.

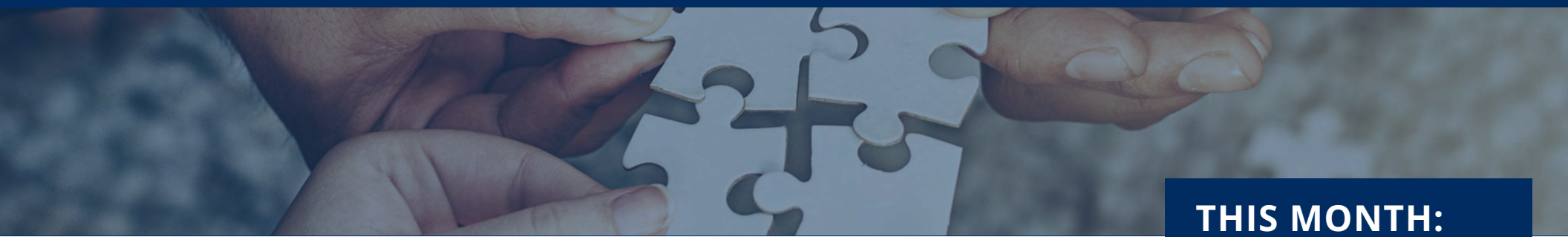
Not sure how to complete a check-in as a **Program Manager** or **Caregiver**? Visit the Service Provider User Guide (pg. 69).

UPCOMING EVENTS

An announcement about the next Call for Responses (CFR) information session will follow the swearing-in of the new cabinet, marking the end of the interregnum period. **Stay tuned!**



SPECIALIZED HOMES & SUPPORT SERVICES (SHSS)



LEARNING THE SHSS LINGO: PART 2

The [Service Provider Guidebook Glossary](#) and [Operational Policy](#) document are great places to learn about new or revised key roles, terms, and policies. Here are just a few:

Care Plan

- Primary planning document developed by the Director that supersedes any other SHSS plans for a child/youth
- Separate from the Service Plan, which compliments the Care Plan by aligning with its key goals/objectives

Service Plan

- Service Provider's primary tool to develop child/youth's individualized plans, and guide daily care & collaborative planning with the Care Circle
- Built into IM/IT system, accessed by the Specialized Services Portal (SSP)

Network of Care

Seamless continuum of supports to foster safety & well-being of vulnerable children/youth and their families, including:

- family preservation & support services;
- foster & home-based care;
- out-of-care supports;
- SHSS & youth transition supports

Supplemental Supports

Additional supports and supplemental funds available as required for specific child/youth needs and exceptional operational costs, subject to approval from the Executive Director of Service (EDS)

THIS MONTH: RECAP & LEARN

This bulletin edition leans into reminders and key features of the SHSS model as we move through the Interregnum period.

We look forward to sharing exciting news and updates in the coming editions!

EVENTS

Specialized Services Portal (SSP)

DROP-IN SESSIONS

Every Wednesday
11:00 - 11:30 am

[Download the Calendar Invite](#)
**For active SHSS contracts only*

SHSS Service Plan: A Reporting Tool

Beyond helping Service Providers plan a child/youth's care, the **SHSS Service Plan** acts as a central accountability tool, fulfilling critical reporting requirements. This streamlined approach allows the ministry to monitor progress of children/youth in care without requiring manual reporting from Service Providers.



fast FACTS



PROGRESS REVIEWS

- ✿ The **Care Circle** assesses progress on a child/youth Service Plan goals during the **Care Circle Meeting**.
- ✿ The **Service Provider** documents the Progress Review in the Service Plan section of the SSP.
- ✿ **Goals** are noted as either "Goal Met", "Partial Goal Progress Made", or "No Goal Progress Made".
- ✿ Regularly reviewing progress toward goals also provides an opportunity for new goals and strategies to be identified as needed.

CREATING NEW EVENTS

- ✿ Be sure to create a **New Event** in the SSP when your Care Circle meets, and label it accordingly.
- ✿ For detailed instructions on how to create and label an event, visit the [Service Provider User Guide](#) (pg. 42).



Specialized Homes & Support Services (SHSS)

Service Provider Information Bulletin



As the year comes to a close, we'd like to reflect on the progress made and look ahead with excitement to what's next for SHSS. Although the rollout has taken longer than anticipated, this time has allowed us to make meaningful strides. The Vancouver Island and Northern Service Delivery Areas (SDAs) have begun Service Provider training, with additional sessions planned for 2025. The ministry has also initiated engagements with Net New Service Providers, and developed Net New training materials.

This year, we've prioritized enhanced support and communication for our Service Providers:



Training & Support

Comprehensive training for Service Providers & joint training for Service Providers and Ministry Resource Teams



System Upgrades

Significant upgrades made to the Specialized Services Portal, improving various key modules for ease of use.



Updates & Insights

Service Providers and staff feedback incorporated through engagement and early implementation

Thank you for your continued dedication to building on our foundation, rolling out the SHSS models across all SDAs, and working together toward a stronger, more integrated system of care.

Fast FACTS



Reporting Incidents

Immediately after the occurrence of a reportable incident, the Service Provider is required to complete and submit a SHSS Service Provider Reportable Incidents Reporting Form to the Resource Worker and Primary Professional.

Reporting Complaints

After receiving a complaint regarding their program, services or personnel, Service Providers are required to report it using the SHSS SP Complaints Reporting Form for the Resource Worker to determine required action.



Upcoming Events

Specialized Services Portal (SSP) Drop-In Sessions

Wednesdays from 11:00 - 11:30 am

[Download the Calendar Invite](#)
*For active SHSS contracts only

For more information

SHSS Implementation Team
MCF.SHSSImplementation@gov.bc.ca



Ministry of
Children and Family
Development

