

Mnaasged Child and Family Services



Youth in Transition Policy and Procedure Manual

December 2019

*Acknowledging the Past
Serving the Present
Creating the Future*

TABLE OF CONTENTS

SECTION 1: INTRODUCTION	1
Youth-in-Transition Helper Program	1
SECTION 2: SERVICE DELIVERY OF THE YOUTH-IN-TRANSITION PROGRAM	4
Intake Process – Determining Eligibility	4
Intake Process.....	6
Service Delivery	8
Termination of Service Delivery	10
SECTION 3: INDIGENOUS KNOWLEDGE	12
Indigenous Identity of Youth	12
Welcoming Ceremony	13
Youth and the Connection to Land.....	15
Strawberry VALUE-ation.....	16
Connecting Youth to their Indigenous Cultural Knowledge	17
Access to Resources	19
SECTION 4: SERVICE DOCUMENTATION	21
Service Delivery File.....	21
Supervision	23
SECTION 5: PROGRAM DOCUMENTATION	25
Program Records and Reporting	25

SECTION 1: INTRODUCTION

YOUTH-IN-TRANSITION HELPER PROGRAM

The Youth-in-Transition Program is committed to providing services that are strength-based, optimistic, affirming, and empowering for Youth. Indigenous culture is rooted in an understanding of the integral connection to one's physical, mental, emotional, and spiritual wellbeing. Wholistic practice flows from this foundation of understanding.

The Youth-in-Transition Program supports youth in their successful transition out of the child welfare system into adulthood. The helpers will assist youth to develop and pursue their goals, and will support them to identify, access and navigate adult service systems relevant to their specific and individualized needs.

The following helps to improve the outcomes and to increase the resiliency of Youth when they leave the care of Children's Aid Societies (CASs):

- a) Assist Youth in identifying goals and in developing plans consistent with those goals
- b) Help Youth to identify, access, and navigate adult service systems relevant to their needs as they transition into adulthood

The goal of the Youth-in-Transition Helper (YITW) Program is to support Youth in their successful transition out of the Child Welfare System into adulthood. The Youth-in-Transition Helpers will help Youth to develop their goals and to support them to identify, access, and navigate adult service systems relevant to their specific and individualized needs in order to pursue their goals. The Youth-in-Transition Helpers will also support Youth to connect to the following existing supports and resources within their communities:

- a) Housing supports
- b) Education resources
- c) Employment services and training
- d) Life skills training (e.g., financial and household management)
- e) Health and mental health services
- f) Legal services

The Helpers will meet with Youth through person-to-person, voice-to-voice, email, text message, or other interactions that may occur in the community or in neighbouring locations or settings. The Youth-in-Transition Helpers will be expected to provide services, at times flexible, which will meet the needs of Youth and will be consistent with the identified needs and goals of Youth.

The Youth-in-Transition Helpers will need to work with local Community Agencies to both inform them of the program and to become aware of the services available in the community to refer their Clients. Specifically, the Youth-in-Transition Helpers will be expected to work closely with their local Children's Aid Societies to ensure that eligible Youth know about the Youth-in-Transition Program and that there is an established referral process.

Youth between the ages of 16 and 24 (inclusive) who meet the following criteria will have access to the Youth-in-Transition Program:

- a) Crown Wardship Order
- b) Legal Custody Order under section 65.2 of the *Child, Youth and Family Services Act*
- c) Formal Customary Care Agreement immediately prior to the Youth's 18th birthday
- d) Eligible for support under the Renewed Youth Support Policy (RYS)¹ at ages 16 or 17, whether the Youth received it

Mnaasged Child and Family Services will ensure that the Youth-in-Transition Helpers provide the following:

- a) Assess Youth for program eligibility
- b) Help eligible Youth develop and achieve the goals set for themselves through the program
- c) Support eligible Youth to identify, access, and navigate adult service systems relevant to their needs and transition into adulthood
- d) Facilitate access for eligible Youth to existing supports and resources in the community by providing information and referrals

¹ The Renewed Youth Supports (RYS) Policy enables Youth, whose Court-ordered Society Care or formal Customary Care was terminated at age 16 or 17, to re-engage with their Children's Aid Society to receive supports until they reach the age of 21. Youth participating in this program will be eligible to receive supports until they reach the age of 18. Youth will receive supports until the age of 21 through the Continued Care and Support for Youth Program (formerly Extended Care and Maintenance).

- e) Support eligible Youth to develop and maintain relationships with responsible and caring adults in the community to help them as they transition into adulthood
- f) Foster communication and linkages with Community Agencies and Organizations to improve access and to mitigate barriers to services for eligible Youth
- g) Work with local Children's Aid Societies to develop a referral approach and to create awareness of the program for Youth

The services of the Youth-in-Transition Program include the following:

- a) Targeted, goal-focused, and based on the needs of the Youth
- b) Reflective of and responsive to individual needs
- c) Accountable to the individual and the community
- d) Sensitive to the social, linguistic, and cultural diversity of Youth
- e) Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of Youth
- f) Based on the individual's assessed needs and preferences and the availability of resources from the individual, Mnaasged Child and Family Services, the community, and the Ministry of Children, Community and Social Services

Mnaasged Child and Family Services will deliver the programs and services in accordance with the requirements as outlined in the following:

- a) Legal, financial, and service target data provisions of the service contract
- b) Governance and Accountability: Framework for Transfer Payments to Community Agencies
- c) Any service- or program-specific guidelines provided
- d) Best practices for the delivery of services

Mnaasged will inform the Ministry of any immediate difficulties or challenges in meeting the requirements of the service contract.

SECTION 2: SERVICE DELIVERY OF THE YOUTH-IN-TRANSITION PROGRAM

Department: Youth-in-Transition	POLICY #:
Section: Service Delivery of the Youth-in-Transition Program	
Subject: Intake Process – Determining Eligibility	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal, Youth-in-Transition Service Schedule, Ministry of Children, Community and Social Services requirements	

INTAKE PROCESS – DETERMINING ELIGIBILITY

POLICY

The focus of the Mnaasged Child and Family Services Youth-in-Transition Program is to deliver support services to eligible Youth who are transitioning from the Child Welfare System into adulthood.

Eligible Youth are defined by the Ministry of Children, Community and Social Services as young persons who are subject to the following:

- a) 16 to 24 years of age*
- b) Under the care of a Children’s Aid Society*
- c) Crown Wardship or an Extended Society Care Order*
- d) Formal Customary Care Agreement immediately prior to their 18th birthday*
- e) Eligible to receive Renewed Youth Supports at age 16 or 17, whether it was received*

Referrals are received from the Children’s Aid Society under whom the Youth was in care, or received from the Youth themselves, with verification of eligibility from the Children’s Aid Society.

Mnaasged Child and Family Services will ensure that all Youth in the Youth-in-Transition Program meet the criteria for being served.

PROCEDURE

1. When a Youth applies or is referred to the Youth-in-Transition Program, the Helper who receives the Referral will forward it to the Supervisor for the Youth-in-Transition Program.
2. The Supervisor will review the Referral and will then assign a Youth-in-Transition Helper to begin the Intake Process within one (1) business day of receipt of the Referral.
3. The assigned Youth-in-Transition Helper will carry out the following within five (5) business days of receiving the Referral:
 - a) Verify service eligibility with the referring or responsible Children's Aid Society
 - b) Contact the Youth to schedule an Intake meeting
4. If it is determined that the Youth is not eligible for the Youth-in-Transition Program, the Youth-in-Transition Helper will discuss with the Youth other supports that are offered through Mnaasged, the Youth's First Nation or Indigenous community, or any mainstream Service Provider that might be able to assist in meeting the needs of the Youth. The Youth-in-Transition Helper will assist the Youth in making such necessary contacts and Referrals as may be required.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Service Delivery of the Youth-in-Transition Program	
Subject: Intake Process	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

INTAKE PROCESS

POLICY

Once eligibility for service under the Mnaasged Child and Family Services Youth-in-Transition Program is established, all required information to assess a Youth's needs and to develop a plan with the Youth will be obtained. The consent of the Youth to seek any information from professional or community sources will be obtained before proceeding, and all planning for service delivery will be conducted with the Youth's informed consent and participation.

PROCEDURE

1. An Intake appointment will be scheduled with the Youth within five (5) working days of the receipt of the Referral. If there is a need to obtain verification of eligibility, the Helper will contact the Youth to ensure that the Youth is aware of any delays in proceeding, need for any additional information to establish eligibility, and so on.
2. When scheduling the Intake Interview, the Helper will ask the Youth if there are any support persons the Youth wishes to have present, such as family members, a community representative, spiritual or cultural support persons, counsellors, or a Children's Aid Society Helper. This step ensures that the Youth can include any person who may be of assistance in completing the Intake Process and in contributing to developing a plan.
3. If a Youth is a member of a First Nation served by Mnaasged, the Youth-in-Transition Helper will advise the Youth that the First Nation Band Representative will also be invited to attend the Intake Interview.
4. At the time of the Intake Process, the Helper and the Youth will complete the Mnaasged Intake package for the Youth-in-Transition Program. This will include the signing of all Consents and Release of Information forms necessary to obtaining existing assessments,

reports, or records that the Helper and the Youth decide might assist in the development of a Service Plan.

5. If there is a need for additional information to be collected prior to finalizing a Service Plan, timelines and contact frequency will be discussed with the Youth, the Youth-in-Transition Helper, and the First Nation Band Representative (if involved). The Youth-in-Transition Helper will contact the Youth at least once every week to ensure that any delays in proceeding with the Service Plan are kept to a minimum. Contact with the Youth may be in person, via text or instant messaging apps, or by phone calls or emails depending on the preferences of the Youth.
6. On receipt of all the required information, a Service Plan will be developed for the Youth with the Youth-in-Transition Helper, the Youth, the First Nation Band Representative, and any other support person as determined by the Youth. All persons who will play a role in carrying out the Service Plan will be expected to sign it and to receive a copy. Any exception will be noted on the Plan.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Service Delivery of the Youth-in-Transition Program	
Subject: Service Delivery	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

SERVICE DELIVERY

POLICY

Mnaasged Child and Family Services believes that services for Youth should be delivered at a frequency and in a format that is consistent with an individual's Service Plan and that services may be individual, group, or other service delivery. Services may be delivered by Youth-in-Transition Helpers, other Mnaasged Child and Family Services Staff, Elders or Traditional Knowledge Keepers, First Nations programming, or other Service Providers in a manner that support the needs of the Youth with their informed consent.

PROCEDURE

1. On acceptance into the Youth-in-Transition Program and the completion of the Intake Process, the developed Service Plan will be implemented.
2. Services to be completed by Mnaasged Staff, in the Youth-in-Transition or in other programs, will be arranged by the Youth-in-Transition Helper.
3. Services being delivered by First Nation's Staff may be arranged by the Youth-in-Transition Helper or by the First Nation Band Representative, as determined by the First Nation's Staff.
4. Services being delivered by other Service Providers will be coordinated by the Youth-in-Transition Helper.
5. The Youth-in-Transition Helper will request regular reports on the progress made by a Youth from all Service Providers and will invite all to participate in any reviews or follow-up planning with the Youth's Service Plan, unless otherwise determined in discussion with the Youth.

6. The Youth-in-Transition Helper will be responsible for maintaining the Youth's File and for completing or collecting all documentation from other Providers. All Mnaasged documentation will follow the intent of Part X of the *Child, Youth and Family Services Act* and will be shared with the Youth following Mnaasged's policies on file disclosure.
7. In addition to any services delivered directly to the Youth by the Youth-in-Transition Helper, the Youth-in-Transition Helper will maintain regular (at least monthly) face-to-face contact with the Youth to ensure needs are being met by the services being delivered. If monthly face-to-face contact will not be possible, the reasons will be documented and an alternative contact method (Facetime or other chat services preferred or telephone) will be used. At least one contact per month must be in a manner that verifies it is the Youth with whom the Helper is communicating (i.e., not text or email).

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Service Delivery of the Youth-in-Transition Program	
Subject: Termination of Service Delivery	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

TERMINATION OF SERVICE DELIVERY

POLICY

Mnaasged Child and Family Services understands that service delivery by its Youth-in-Transition Helper will terminate when the following occurs:

- a) Youth is no longer eligible for the service due to age*
- b) Youth or the responsible Children's Aid Society requests that the service be terminated*
- c) Youth is not attending agreed-on services on an ongoing basis*
- d) Agreed-on services have been completed and no further services will be required through the Youth-in-Transition Program*

PROCEDURE

1. Unless specifically refused by a Youth, all decisions to terminate the Youth-in-Transition services will occur only through a Case Conference or Circle with the Youth, the First Nation Band Representative (if applicable), and other Service Providers (including Mnaasged Staff from other programs who have been delivering services to the Youth) invited to attend.
2. The Case Conference or Circle will ensure that the Youth's involvement and progress in the Youth-in-Transition Program will be reviewed and noted. All participants will have an opportunity to speak with the Youth to determine if other programs that the Youth is attending or eligible for will be appropriate for continued involvement or further referral.
3. The Youth-in-Transition Helper will be responsible to ensure that every effort will be made to recognize and celebrate the Youth's progress and to end the involvement with the Youth-in-Transition Program in a good way. This may include a celebration of accomplishments as

well as a clear message that the Youth can still contact the Youth-in-Transition Helper, the First Nation Band Representative, or any other Mnaasged Staff for advice, support, and referrals to other programs as may be required.

4. If a Youth has refused the final Case Conference or Circle, the Youth-in-Transition Helper will document this in the Youth's File and will attempt a final reaching out to the Youth (in person or by phone, text, or email as the circumstance warrant) to convey the same message as outlined above.
5. All other Service Providers who have been part of a Youth's Service Plan will receive a Thank You from the Youth-in-Transition Helper by telephone, email, or in person for their support and work.

POLICY REFERENCE

SECTION 3: INDIGENOUS KNOWLEDGE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Indigenous Identity of Youth	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

INDIGENOUS IDENTITY OF YOUTH

POLICY

Mnaasged Child and Family Services Youth-in-Transition have a right to feel safe as they choose to explore their Indigenous identity. Mnaasged Child and Family Services realizes that its Staff come from different backgrounds of beliefs, values, and cultures. It is important that Staff understand ways to support the Youth as they attempt to immerse themselves in Indigenous Knowledge.

PROCEDURE

1. Mnaasged Staff working with the Youth who are transitioning out of the Child Welfare System will be required to take an Indigenous Knowledge Safety Training with the Mnaasged Indigenous Knowledge Program before they start servicing these Youth.
2. The Indigenous Knowledge Safety Training will include information on the diverse Indigenous Nations that Mnaasged services.
3. The Indigenous Knowledge Safety Training will be documented in the Staff member's Personnel File.
4. The Youth-in-Transition Supervisor will be responsible to ensure that the Youth-in-Transition Helpers have taken the Indigenous Knowledge Safety Training before they start to work with the transitioning Youth.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Welcoming Ceremony	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

WELCOMING CEREMONY

POLICY

Mnaasged Child and Family Services understands that the Youth who are transitioning out of the Child Welfare System experience a displacement from their Traditional lands and community, which may make it difficult to feel like they belong. Mnaasged Child and Family Services will ensure that the Youth entering the Youth-in-Transition Program receive a Welcoming Ceremony, which will be coordinated with its Indigenous Knowledge Team. The purpose of this ceremony will be to help bring the Youth back to their community and to create a sense of belonging.

PROCEDURE

1. Once the Intake Process for the Youth-in-Transition Program has been completed, the Youth will be offered a Welcoming Ceremony.
2. The Youth-in-Transition Helper will explain the Welcoming Ceremony to the Youth.
3. The Youth-in-Transition Helper will answer any questions the Youth may have and, if the Helper is unable to respond, the Indigenous Knowledge Team will be made available.
4. The Welcoming Ceremony will take place quarterly for all Youth within the program. This will ensure that each Youth will have experienced a Welcoming Ceremony within three (3) months of entering the program.
5. The Welcoming Ceremony can be adapted to reflect the spirituality of the Youth who may have different beliefs, such as Christian, Buddhism, and Hinduism.
6. At no time will the Youth-in-Transition Helper attempt to force the Ceremony onto any of the Youth.

7. If a Youth refuses to participate in the Welcoming Ceremony, the Youth will be given the opportunity at each ceremony in case of a change in mind.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Youth and the Connection to Land	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

YOUTH AND THE CONNECTION TO LAND

POLICY

If the Youth involved in Mnaasged Child and Family Services Youth-in-Transition Program also belong to one of Mnaasged Child and Family Services' member communities, they will be provided an option of touring their home community if this is something they want.

PROCEDURE

1. The Youth-in-Transition Helper will engage with the Youth in the Youth-in-Transition Program to see if they are interested in touring their community, such as the pow wow grounds and the community centre.
2. The Youth will follow proper protocols with each Indigenous community, which could include an introductory phone call.
3. Every effort will be made to ensure that the Youth have an impactful journey home that will help connect them to their community.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Strawberry VALUE-ation	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

STRAWBERRY VALUE-ATION

POLICY

Mnaasged Child and Family Services believes in the value of its Youth. Mnaasged Child and Family Services will assist its Youth to reach all their potential goals through the Strawberry Value-ation exercise. The goal of the VALUE-ation will be to determine the gifts of Youth to assist them in reaching their goals.

PROCEDURE

1. Six (6) months after the Intake Process the Youth-in-Transition Helper will sit down with a Youth to fill out the Strawberry VALUE-ation Form. This exercise will be more beneficial once a relationship has been built with the Youth.
2. The Strawberry VALUE-ation will be added to the Youth's Plan of Care.
3. Every subsequent Plan of Care will refer to the Strawberry VALUE-ation as a reference.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Connecting Youth to their Indigenous Cultural Knowledge	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

CONNECTING YOUTH TO THEIR INDIGENOUS CULTURAL KNOWLEDGE

POLICY

Mnaasged Child and Family Services believes that Youth require a strong sense of connection to their Indigenous identity and will, therefore, provide opportunities for cultural attachment to occur. Mnaasged Child and Family Services also believes in the Traditional Teachings to guide Youth when entering adulthood. As such, Mnaasged will provide opportunities for Youth to find their gifts and to develop their purpose in life.

Mnaasged Child and Family Services understands that there may be some Youth entering adulthood that may be separated from their Indigenous Cultural Knowledge and, therefore, may be resistant to learning about their Indigenous identity. Mnaasged Child and Family Services will use decolonization tools provided by the Indigenous Knowledge (IK) Team to assist these Youth with understanding what has happened to Indigenous people from colonization and residential schools. Mnaasged Child and Family Services will use appropriate resources for the Youth to view the decolonization tools within a safe space.

PROCEDURE

1. The decolonizing resources will be made available to the Youth-in-Transition Helper on request from the IK Team.
2. The Youth-in-Transition may choose to view the resource at Mnaasged with the Youth-in-Transition Helper present.
3. The Youth-in-Transition may choose to view the resources in private by taking these home with them.
4. Whichever process the Youth-in-Transition choose to access, the Youth-in-Transition Helper will make accommodations for them.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Indigenous Knowledge	
Subject: Access to Resources	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

ACCESS TO RESOURCES

POLICY

Mnaasged Child and Family Services understands that it may be difficult for the Youth to find Indigenous Knowledge resources about their home community or Nation. Mnaasged Child and Family Services will ensure that the Youth have access to appropriate Indigenous Knowledge resources from whichever Nation they belong. The Youth-in-Transition Helpers will work with the Indigenous Knowledge Team to provide the resources for the Youth.

PROCEDURE

1. A Referral will be provided to the Indigenous Knowledge Team.
2. The Referral will be followed up with a phone call if a response from the Indigenous Knowledge Team does not take place within three (3) days.
3. Once the Indigenous Knowledge service is started, the Youth-in-Transition Helper will review at every Plan of Care meeting to see if additional Indigenous Knowledge services are required, such as a Naming Ceremony, a Rights of Passage Ceremony, and so on.
4. The Youth-in-Transition Helper should be aware of which Indigenous Nation a Youth belongs to and whether it is outside the Mnaasged service area. The Helper will be responsible for informing the Youth about the right to receive information and services from that Nation. The Helper will make a request on behalf of the Youth if desired.

POLICY REFERENCE

The Youth's Indigenous Identity

Mnaasged YIT have a right to feel safe as they choose to explore their Indigenous identity. Mnaasged realizes that staff employed by the organization come from different beliefs, values, and cultures. It is imperative that staff understand ways to support YIT as they attempt to immerse themselves in the Indigenous Knowledge.

5. Mnaasged staff working with the YIT are required to take an IK safety training with the Mnaasged IK Program before they start servicing YIT.
6. The IK safety training will include information on the diverse Indigenous Nations that Mnaasged services.
7. The IK safety training will be documented in the staff member's Human Resource Personnel file.
8. The YIT Supervisor is responsible to ensure the YIT Helpers have IK safety training before they start to work with the YIT.

SECTION 4: SERVICE DOCUMENTATION

Department: Youth-in-Transition	POLICY #:
Section: Service Documentation	
Subject: Service Delivery File	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Ministry of Children, Community and Social Services' Service Description Schedule, Mnaasged Child and Family Services Internal	

SERVICE DELIVERY FILE

POLICY

Mnaasged Child and Family Services' Youth-in-Transition Helper will be responsible for ensuring that a Service File will be opened and maintained throughout the period for each Youth enrolled in the Youth-in-Transition Program.

PROCEDURE

1. At the time of an initial referral to the Youth-in-Transition Program, a Service File will be created in the Mnaasged Information Management System. During service involvement, the Youth-in-Transition Helper will document the following:
 - a) Initial Referral information, including the Referral source, the home Children's Aid Society's Helper, and the Youth's full name, address, and contact information
 - b) Consents signed by the Youth for any Referrals and Releases of Information
 - c) Verification of Eligibility
 - d) Copies of all assessments
 - e) Notes on all interviews with the Youth
 - f) Copy of the Service Plan and any subsequent reviews

- g) Documents from other Mnaasged Staff or other Service Providers involved with the Youth
 - h) Documentation of additional Case Conferences or Circles to help review progress and at service termination
 - i) Quarterly reporting to the Ministry
 - j) Other documentation considered relevant about the Youth's service experiences
2. Any paper files will be kept secured within Mnaasged's Offices and will not be removed from the premises without the approval of the Supervisor.
 3. File disclosure to the Youth will be carried out in a manner consistent with Mnaasged's policies and with Part X of the *Child, Youth and Family Services Act*.

POLICY REFERENCE

Department: Youth-in-Transition	POLICY #:
Section: Service Documentation	
Subject: Supervision	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

SUPERVISION

POLICY

Mnaasged Child and Family Services' Supervisor of the Youth-in-Transition Program will ensure that ongoing supervision and support for Youth-in-Transition Helpers will be available and will be exercised according to its Standards of Practice.

PROCEDURE

1. The Supervisor will be responsible for receiving and reviewing all Referrals to the Youth-in-Transition Program and for prompt assignment of all Youth to the most appropriate Youth-in-Transition Helper.
2. The Supervisor will meet with the Youth-in-Transition Helper to review each Youth's involvement with the program according to the following:
 - a) At each key decision point (eligibility and acceptance of Referral)
 - b) Completion of an initial Service Plan
 - c) Minimum of once every six (6) weeks during ongoing service delivery (more frequently if required due to Youth's needs or Helper's experience and skill)
 - d) At any time as requested by the Helper, the First Nation Band Representative, or the Youth
 - e) In the event of a Serious Occurrence involving the Youth
 - f) Prior to any decision to terminate involvement with the Youth-in-Transition Program
3. All Service Plans and file openings and closings will require the approval of the Supervisor.

4. Supervision notes will be kept by the Supervisor of any instruction given to the Helper and any decisions reached in Supervision. The Helper will document the direction given for the Youth's File. Any discrepancy in the notes will be addressed as soon as determined.

POLICY REFERENCE

SECTION 5: PROGRAM DOCUMENTATION

Department:	POLICY #:
Section: Program Documentation	
Subject: Program Records and Reporting	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

PROGRAM RECORDS AND REPORTING

POLICY

Mnaasged Child and Family Services will ensure that it meets its legal requirements as contained within the relevant Service Contracts and other documented requirements as stipulated by the Program Funder (Province of Ontario through the Ministry of Children, Community and Social Services) and the Board of Directors.

PROCEDURE

1. The Supervisor will be responsible for carrying out the documentation of the Youth-in-Transition Program's delivery and for the filing of service reports with the Director of Services.
2. The Finance Department will be responsible for the tracking of all expenditures and for completing all financial reporting required by the Ministry. These documents will be filed with the Director of Finance. The financial report will be combined with the services report, which will be submitted to the Executive Director who will be responsible to ensure that their submission to the Ministry will be completed within the required timelines.
3. Mnaasged will provide statistical and qualitative data relating to service performance measures on request by the Ministry and will participate, if requested, in program and service evaluation initiatives established by the Ministry.
4. Mnaasged will be responsible for the following activities:
 - a) Overall Youth-in-Transition Helper Program administration and delivery, including program deliverables

- b) Financial and service performance reporting, including submission of required reports within established time frames
 - c) Employ the agreed number of Youth-in-Transition Helpers (full-time equivalent positions)
 - d) Provide supervision of Youth-in-Transition Helpers
 - e) Provide training of Youth-in-Transition Helpers, including training on personal safety in a community setting
 - f) Report Serious Occurrences involving Youth-in-Transition Helpers and Youth participants to the Ministry's Regional Office
 - g) Develop appropriate policies and procedures for protecting the privacy of personal information collected from Youth participants. The policies and procedures that are developed by the Service Provider will comply with the *Youth Criminal Justice Act*, including Part 6, when the information and records relate to young persons as defined by the Act, and the confidentiality provisions relating to Children who are the subject of a Child Welfare Proceeding under the *Child, Youth and Family Services Act*
 - h) Quarterly and Annual Reports
5. The data outlined below will be reported by Mnaasged to the Ministry Regional Office in its quarterly and annual reports. All data reported are cumulative for each quarter (i.e., Q1 covers April 1 to June 30; Q2 covers April 1 to September 30; Q3 covers April 1 to December 31; Q4 covers April 1 to March 31):
- a) Service Data – Quarterly
 - i. Number of referrals to the Youth-in-Transition Helper Program
 - ii. Number of *new* Youth participants
 - iii. Number of individual Youth participants served with a Youth-in-Transition Helper
 - iv. Number of Youth referred by the Youth-in-Transition Helper to community or other services
 - b) Service Data – Annually
 - i. Total number of Referrals to the Youth-in-Transition Helper Program
 - ii. Total number of individual Youth participants served by a Youth-in-Transition Helper
 - iii. Total number of Youth referred by the Youth-in-Transition Helper to community or other services

POLICY REFERENCE
