

Mnaasged Child and Family Services



Jordan's Principle Policy and Procedure Manual

February 2020

*Acknowledging the Past
Serving the Present
Creating the Future*

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SECTION 1: INTRODUCTION

PREAMBLE

WHAT IS JORDAN'S PRINCIPLE?

“Jordan's Principle is a child-first and needs-based principle that applies equally to all First Nations children resident on or off reserve. It ensures there is no denial or delay for First Nations children in receiving essential public services that are available to all other children by having the government department of first contact pay for the service.

Reimbursement can be sought from another government or department after the child has received the service.

What does this mean?

Ensures no gaps in government services to First Nations children.

When a service is not available to all other children, the government is to ensure culturally appropriate services and/or to safeguard the best interests of the child.

No need to engage in case conferring, policy review, service navigation or any other similar administrative procedure before services are provided.

A dispute amongst government departments or between governments is not a necessary requirement.”

The Government of Canada provides funding for the Jordan's Principle Service Unit at Mnaasged Child and Family Services, which is charged with supporting Children/Youth and families to access services paid through Indigenous Services Canada. As well, Ontario's *Child, Youth and Family Services Act*, which governs Mnaasged's Child Welfare Services, contains specific language to support the application of Jordan's Principle in any dispute or gap resolution around the provision of services for eligible Children/Youth.

OVERARCHING POLICY

Mnaasged has a responsibility to ensure that no Children/Youth from the communities it serves and no Indigenous Children/Youth living within its jurisdiction are deprived of services that could make a difference in the outcome of their lives. As a result, Mnaasged will ensure that any Child/Youth who is eligible for Jordan's Principle has the best possible opportunity to receive supports through the following:

- a) Prompt application and follow-up on submission to the relevant funding authority
- b) Coordination with Mnaasged's member First Nations who have established a Jordan's Principle Unit to ensure that no overlap, duplication of efforts, or gaps exist for the programs

- c) Continued development and improvement of the criteria for eligibility, and development and coordination of additional resources designed to provide strong positive outcomes for Mnaasged's Children/Youth and families.

IDENTIFYING INDIVIDUAL NEEDS AND SERVICE GAPS

At an individual Child/Youth level, Mnaasged's Jordan's Principle Services focus on a timely, effective response that is centred around the Child's/Youth's unmet needs, assists in obtaining available services, and secures services that are not readily available for the Child/Youth. The family is assisted in finding the service, and the contracting is done directly by the Parent(s) or Guardian(s) with the Service Provider and is funded directly by the federal government.

IDENTIFYING COLLECTIVE NEEDS AND SERVICE GAPS

In responding to individual needs and service gaps, Mnaasged will identify patterns and gaps that exist at the community, First Nation, and regional levels and will work directly with First Nations, other current and potential Service Providers, and funders (both federal and provincial) to develop solutions that respond at a service development level to meet those needs. At both a micro and macro level, Mnaasged recognizes its responsibility to assist its communities and peoples in nurturing, supporting, and empowering Children/Youth and families.

SECTION 2: JORDAN'S PRINCIPLE STAFF

Department: Jordan's Principle	POLICY #:
Section: Jordan's Principle Staff	
Subject: Orientation and Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

ORIENTATION AND TRAINING

OVERVIEW

Mnaasged will ensure that all Jordan's Principle Navigators receive training and an understanding of the core issues of how Jordan's Principle began, including, but not exclusive to, the following:

- a) Truth and Reconciliation
- b) First Nations Caring Society
- c) Canadian Human Rights Tribunal Decisions and Appeals
- d) Missing and Murdered Indigenous Women and Girls
- e) Overrepresentation of Indigenous peoples in the Justice System
- f) Addictions and Recovery
- g) Individual Wholistic Wellness Plan development

POLICY REFERENCE

SECTION 3: APPLICATION FOR FUNDING

Department: Jordan's Principle	POLICY #:
Section: Application for Funding	
Subject: Supporting the Application Process and Eligibility Criteria and Identifying Service Gaps	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Indigenous Services Canada Guidelines, Mnaasged Child and Family Services Internal	

SUPPORTING THE APPLICATION PROCESS AND ELIGIBILITY CRITERIA AND IDENTIFYING SERVICE GAPS

OVERVIEW

Funding under Jordan's Principle can address the unmet needs of First Nations Children/Youth aged 0 to 17 years who have Status or are eligible to apply for it. Funding flows directly from Indigenous Services Canada to the specified Service Provider by formal application and approval, which can be applied retroactively for as far back as July 5, 2016. All applications require original receipts.

POLICY

Mnaasged Child and Family Services Staff within the Jordan's Principle Service Unit will assist Parents, Caregivers, and Guardians in completing an application for funding for eligible services. The application will then be submitted to Indigenous Services Canada for approval. Mnaasged Child and Family Services will assist in the application process but will not distribute the funding nor will have a direct role in approving funding for individual cases.

Mnaasged Child and Family Services will assist Staff from First Nations, on their request, with the application process in support of their First Nation's Children/Youth and families. Also on request, Mnaasged Child and Family Services will take the lead in this process for First Nations that do not have a Jordan's Principle Program or will act in a supportive role for those with one.

Once received, all requests for funding will have a response within one (1) business day by the Jordan's Principle Unit. Requests may be made to initiate the application process

directly by Parents, by Mnaasged Staff in other programs, or by First Nations Staff; however, all applications require the participation of the Parent or Legal Guardian.

PROCEDURE

1. Mnaasged will widely distribute information about the Jordan's Principle application process through a variety of means: social media, posters, flyers, and direct communication to community members and service partners.
2. Communication about the application process will include information on who to contact to assist in applying, on examples of services that are eligible for funding, and on eligibility criteria. Such criteria will include information on the types of supporting documentation that will be required as part of the application process, which may include the following:
 - a) Status Card number for Parent(s) and Child/Youth
 - b) Address information and verification (examples include utility bills or other household accounts)
 - c) Documentation on assessments of needs, school-based individual education planning (IEP), and so on
 - d) Letters of Support from the schools, the First Nation Band Representative (if the First Nation does not have a Jordan's Principle Program); and the Service Providers with knowledge of the Child's/Youth's needs (note: the costs charged by physicians or other professionals to prepare a letter are NOT reimbursable through the Jordan's Principle funding)
 - e) If known, the name, address, and direct billing documentation of the requested Service Provider
3. Any Mnaasged Employee who becomes aware of a service gap or access issue affecting the health, well-being, or needs of an eligible Child/Youth will advise the Parent(s) or Guardian(s) of Mnaasged's Jordan's Principle Service Unit and will provide the Parent(s) with a brochure on the program.
4. With the consent of the Parent(s) or Guardian(s), the Employee may also contact the designated Jordan's Principle Service Unit of the Parent's(s') or Guardian's(s') community and perform a "warm handoff" of the Parent(s) or Guardian(s) to support them in the process.
5. The Jordan's Principle Service Unit will schedule an appointment at the earliest date and time that is convenient to the Parent(s) or Guardian(s). The appointment will be made within one (1) business day of receiving the referral.

6. At the initial appointment with the Parent(s) or Guardian(s), the application form will be started. If there is documentation that is not available, assistance to obtain the missing information will be provided to the Parent(s) or Guardian(s). Such documentation may include the following:
 - a) Status Card number for Parent(s) and Child/Youth
 - b) Verification of address
 - c) School individual education planning or other professional assessment that could identify the Child's/Youth's needs and would support the application
 - d) Letters of support from schools, Mnaasged Helpers, the First Nation Band Representative, or other Service Providers familiar with the Child's/Youth's needs
 - e) Information on Service Providers available to provide the services required for the Child/Youth
 - f) Quotes or estimates to provide the services
 - g) Any other documentation that could support the need or the proposed remedy
7. All gathered personal information and support documents and reports will be appropriately safeguarded as per the *Child, Youth and Family Services Act, 2017, Part X*. Mnaasged's Jordan's Principle Unit will maintain secure digital files, and all original documents and reports will be returned to the Parent(s) or Guardian(s). No files or personal information will be removed from the office nor disclosed for any other purpose than for the Jordan's Principle Request.
8. If the Parent(s) or Guardian(s) requires assistance in the completion of any of these steps or in obtaining information, Consents for the Release of Information will be obtained to allow Mnaasged to communicate directly on behalf of the Parent(s) or Guardian(s) to obtain the information.

STEPHANIE REVIEWS

9. When the application is completed, it will be forwarded by the Jordan's Principle Staff to Indigenous Services Canada for consideration and approval.
10. If there is a need for additional services or a continuation of a service beyond the scope of the original application, separate applications will be completed for submission.
11. If an application for funding is being submitted through a First Nation's Jordan's Principle Service Unit that is within Mnaasged's catchment area, Mnaasged may provide additional assistance to the family and the First Nation in supporting the application, which may include the following:

- a) Provide a Letter of Support for the application
 - b) Help identify a Service Provider known to Mnaasged for the family or the First Nation to arrange for service provision
 - c) If the Parent(s) is a member of a First Nation within Mnaasged's catchment area but resides elsewhere, Mnaasged may assist the First Nation to identify potential resources within the community where the Parent(s) resides through Mnaasged contacts with other Child Services Agencies who are members of the Association of Native Child and Family Services Agencies of Ontario or the Ontario Association of Children's Aid Societies.
12. If an application for funding through Jordan's Principle is initiated and the Parent(s) resides within Mnaasged's jurisdiction but is a member of a First Nation outside of it, Mnaasged will carry out the following:
- a) Assist the Parent(s) in contacting their First Nation to determine if it has a Jordan's Principle Service Unit and, if so, to coordinate with the Parent(s) and the First Nation to ensure that the application is made through the First Nation
 - b) If requested, Mnaasged will assist the family in obtaining any documentation required that would allow for the delivery of the service in the community in which they reside
 - c) If the First Nation does not have a Jordan's Principle Service Unit, Mnaasged will negotiate with the Parent(s) and the First Nation arrangements that will help the Parent(s) apply for funding to meet the Child's/Youth's needs. This may include completing all steps with the Parent(s) for submission by the First Nation or supporting the Parent(s) through the submission process directly.
13. If an Applicant identifies as Inuit or Métis, Mnaasged Staff must telephone Indigenous Services Canada to obtain the appropriate application form. The application process will then follow the same procedure as all other applications.
14. As professionals, Mnaasged Staff have a duty to report abuse if they know or suspect that a Child/Youth needs protection. Mnaasged Staff will inform the Applicants of this during the initial appointment.

POLICY REFERENCE

Department: Jordan's Principle	POLICY #:
Section: Application for Funding	
Subject: Group Applications	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

GROUP APPLICATIONS

PROCEDURE

Group Requests are appropriate when the needs of Children/Youth requesting services can be more effectively met in the context of the collective needs of a defined group. A group request may consist of the following:

- a) A group of Children/Youth within one family or from multiple families with specific needs
- b) A group of Children/Youth with specific needs within the same community or under the care of the same organization/educational institution

POLICY

Mnaasged Child and Family Services will work with its member First Nations to determine the best way to process Group Requests.

PROCEDURE

1. Indigenous Services Canada requires a summary of the Group Request:
 - a) General overview of the needs of the group
 - b) Context of the request
 - c) Details of the items being requested
2. The application must include the estimated number of Children/Youth who will benefit from the request.

3. Complete costing information and documents must be included.
4. Mnaasged must have consent for all Children/Youth to be included on the request.

POLICY REFERENCE

Department: Jordan's Principle	POLICY #:
Section: Application for Funding	
Subject: Reimbursement for Past Expenses	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

REIMBURSEMENT FOR PAST EXPENSES

POLICY

Applicants who wish to apply for a reimbursement will be supported by Mnaasged Child and Family Services' Jordan's Principle Navigators using the same process as all other applications.

PROCEDURE

1. Indigenous Services Canada will only fund reimbursements dated July 5, 2016, or later.
2. All applications must have original receipts. If original receipts are no longer available, then the Applicant must provide a signed affidavit.
3. Indigenous Services Canada will not reimburse expenses incurred to obtain any type of proof of purchase.
4. These applications will follow the same process outlined in the two (2) preceding policies of this section.

POLICY REFERENCE

SECTION 4: EXPEDITING SERVICES

Department: Jordan's Principle	POLICY #:
Section: Expediting Services	
Subject: Monitoring Services	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

MONITORING SERVICES

POLICY

With parental consent, Jordan's Principle Staff from Mnaasged Child and Family Services will offer ongoing support to Parents or Children/Youth during the waiting period or while actively engaged in receiving services and will "troubleshoot" any problems or issues that may develop during the application, approval, and service delivery continuum processes.

PROCEDURE

1. Once the completed application to Indigenous Services Canada is submitted, the Helper assigned to work with the family will discuss the following with the Parent(s):
 - a) Expected timeline for approval of the application
 - b) Family's need or interest in the continued support of and follow-up by the Helper, pending approval of the application
 - c) Need for any interim supports to the family, pending approval of the application
 - d) Any other supports or services from Mnaasged or other Service Providers that may help reduce stress for the family, pending approval of the application
2. With parental consent, the Helper will follow up with Indigenous Services Canada if there has not been approval of the submitted application within the expected timeline.

3. During service delivery, the Helper will ensure that the Parent(s) is aware that Mnaasged will support or address any service delivery issues or concerns of the Child's/Youth's needs, if requested and required.
4. On completion of the contracted service delivery period, the Helper will review with the Parent(s) the need for any additional supports or services, whether through an additional Jordan's Principle application, referral to another appropriate service offered by Mnaasged or their First Nation, or referral to another Community-Based Service Provider.
5. If there is an identified gap in service, the Helper will initiate the application process for funding through Jordan's Principle.

POLICY REFERENCE

Department: Jordan's Principle	POLICY #:
Section: Expediting Services	
Subject: Contractors	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

CONTRACTORS

POLICY

Mnaasged Child and Family Services will always strive to ensure the safety and well-being of all Jordan's Principle Applicants. Contractors may be required to provide Police Criminal Records Check with Vulnerable Sector Screening if they are required to spend a large amount of time in the home with the Applicants.

PROCEDURE

1. Prior to the submission of a clear Police Criminal Records Check with Vulnerable Sector Screening, no Contractor will be left alone with an Applicant.
2. If necessary, Jordan's Principle Staff will provide a letter to a Contractor requesting that a Police Criminal Records Check with Vulnerable Sector Screening be completed.
3. Mnaasged will accept Police Criminal Records Checks that have already been done within one (1) calendar year prior to the request.
4. All Police Criminal Records Checks with Vulnerable Sector Screening that Mnaasged receives will be kept in a sealed envelope within the Service File.

POLICY REFERENCE

SECTION 5: IDENTIFYING COLLECTIVE NEEDS AND SERVICE GAPS

Department: Jordan's Principle	POLICY #:
Section: Identifying Collective Needs and Service Gaps	
Subject: Tracking Applications	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

TRACKING APPLICATIONS

POLICY

Mnaasged Child and Family Services will ensure that information about each application for support through Jordan's Principle is reviewed to ensure the following:

- a) Each application is followed up to ensure funding has flowed for service*
- b) Any applications not funded are reviewed for further action*
- c) Common needs and issues that have led to the need for Jordan's Principle applications are collected and examined to determine the need and scope of additional program development that best meets the needs of community, family, and Children/Youth on a collective basis*
- d) Total funding obtained for families under the Jordan's Principle Program*

PROCEDURE

1. **Data Input/Records Management** will extract data on each application from the Mnaasged Information Management System and will create an ongoing spreadsheet that tracks the identified service needs, the application, the status, and the gaps in service delivery.
2. The spreadsheet will be accessible by the Supervisor of the Jordan's Principle Unit and by the Senior Management. It will be searchable by the name of the First Nation or Indigenous community and by the Child's/Youth's ISC number that relates to the specific request. No

information from the spreadsheet will identify individual Children/Youth or families by name beyond the Staff of the Jordan's Principle Unit.

3. The spreadsheet shall be used for the following:
 - a) Identify common issues in the application and approval processes
 - b) Identify gaps in service within communities or geographic areas
 - c) Develop proposals for new initiatives, revise existing programs, and establish new service partnerships that will better respond to the needs of Children/Youth and families
4. Information from the spreadsheet that does not identify an individual Child/Youth or family may be shared with the respective First Nation and the partnership in service development for the community.
5. Non-identifying information from the spreadsheet may also be shared with funders in reporting on the Jordan's Principle Unit, in applying for additional program funding to address identified issues, and with the Board of Directors to report on the Jordan's Principle Unit.

POLICY REFERENCE

Department: Jordan’s Principle	POLICY #:
Section: Identifying Collective Needs and Service Gaps	
Subject: Supporting First Nations	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

SUPPORTING FIRST NATIONS

POLICY

Mnaasged Child and Family Services will support the work of member First Nations who have created their own Jordan’s Principle Programs, as well as those who have not, by providing service coordination, ongoing discussions to identify and share best practices, and identifying service gaps, trends, and resources. All work in this area will only occur with the full consultation and consent of each First Nation.

PROCEDURES

1. The Supervisor of the Jordan’s Principle Service Unit at Mnaasged will meet at least quarterly with the counterpart from each First Nation. If the First Nation does not have a Jordan’s Principle Program, the meeting will be with its First Nation Band Representative or designate.
2. The purpose of the meeting will be to review the respective programs, to identify any opportunities for additional collaboration and support, to share resources and service information that may assist future applications, and to establish or review any protocols, service agreements, or informal arrangements that could close gaps in the development and delivery of respective Jordan’s Principle services and supports.
3. With the consent of each First Nation, these individual quarterly meetings can be supplemented or replaced by collective meetings to allow representatives of all local Jordan’s Principle Programs to collectively address the objectives listed above. In addition, such collective meetings could allow for Staff training and inclusion of representatives from Indigenous Services Canada to review any new opportunities that will expand, sharpen, or streamline practice or to address common issues or concerns with the application or approval processes.

4. If the First Nations agree, the Supervisor will expand Mnaasged's service gap analysis and the development of new proposals to address gaps in service to include the First Nations in all steps and planning.

POLICY REFERENCE

SECTION 6: THE APPEALS PROCESS

Department: Jordan's Principle	POLICY #:
Section: The Appeals Process	
Subject: Appeals	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

APPEALS

POLICY

If a Jordan's Principle request is denied by Canada, Mnaasged Child and Family Services will support the Applicant through the Appeal Process.

PROCEDURE

1. All appeals must be in writing and sent within one year of the date of denial.
2. Only new information will be submitted with the Appeal, as there is no need to send all the original information.
3. The following diagram shows the Appeal Process:

Responsible Party	Action Step
Regional Jordan's Principle Focal Point or team member	<ol style="list-style-type: none"> 1. Assesses the Appeal to ensure that it is received within one (1) year of the date of the denial letter. 2. Notice of Appeal is submitted to the National Coordinating Team by the Focal Point, either in writing or by phone. 3. Sends any additional information to be considered by the Appeals Committee to the Jordan's Principle National Coordinating Team. 4. Note: new or additional information is not required to initiate an appeal.

Responsible Party	Action Step
Jordan's Principle National Coordinating Team	<ol style="list-style-type: none"> 1. Arranges an Appeals Committee meeting within 30 days on receipt of the Notice of Appeal. 2. Completes an Appeals Committee Template to support the Committee's deliberations, outlining all relevant details of the request and rationale for the initial denial, with the denial letter attached.
Appeals Committee	<ol style="list-style-type: none"> 1. Renders a decision following a discussion of the case. 2. The decision and its rationale are recorded on the Appeals Committee Template, which is then signed by all members.
Jordan's Principle National Coordinating Team	<ol style="list-style-type: none"> 1. Communicates the Appeals Committee's decision to the Focal Point within 12 hours of it being rendered. 2. The Appeal decision is communicated in writing to the Applicant who requested the Appeal within 30 days of the decision being rendered. 3. In cases where denials are upheld by the Appeals Committee, the Senior Assistant Deputy Minister of First Nations and Inuit Health Branch will sign the decision letter.

NOTE: According to the diagram, Mnaasged's role is listed as "Regional Jordan's Principle Focal Point or Team Member."

SECTION 7: FINANCIAL REPORTING

Department: Jordan's Principle	POLICY #:
Section: Financial Reporting	
Subject: Financial Reporting	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

FINANCIAL REPORTING

POLICY

Mnaasged Child and Family Services will ensure that financial records are created and maintained for all income and expenditures for the Jordan's Principle Unit. Mnaasged Child and Family Services will track all funding from applications submitted by Parent(s) with the assistance from the Jordan's Principle Unit that is approved for families and Children/Youth by Indigenous Services Canada to measure the impact of the program for the communities serviced by Mnaasged Child and Family Services.

According to the Contribution Agreement with Indigenous Services Canada, Mnaasged Child and Family Services will submit an annual report to the First Nations and Inuit Health Branch.

PROCEDURE

1. Financial recording will be completed by the Finance Department using the approved financial software for all Mnaasged Programs. Any special consideration for recording financial information that may be established at times by Indigenous Services Canada for the Jordan's Principle Program will be incorporated into the process.
2. All expenditures will be audited as part of the Mnaasged's annual auditing process.
3. Quarterly reporting to the Executive Director and the Board of Directors will be prepared and submitted using established accounting principles and processes.

4. On an annual basis, the Finance Department will request the rollup of funding requests and approvals made with families to Indigenous Services Canada from the **Data Input Clerk** for the Jordan's Principle Unit.

POLICY REFERENCE

SECTION 8: PROGRAM EVALUATION

Department: Jordan's Principle	POLICY #:
Section: Program Evaluation	
Subject: Program Evaluation	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

PROGRAM EVALUATION

POLICY

Mnaasged Child and Family Services will ensure that a comprehensive review and evaluation of the Jordan's Principle Unit occur on a regular basis. The review shall include input and feedback from families using the Program, from First Nation partners, and from other relevant Service Providers. The review may be coordinated with any review undertaken or required by Indigenous Services Canada.

PROCEDURES

1. The program evaluation will be led by the Quality Assurance Manager or the Director of Services.
2. The Review Team will include representation from the Jordan's Principle Program, the Senior Management, and at least one (1) External Reviewer.
3. At minimum, the review will consist of the following elements:
 - a) Input from First Nation partners regarding their involvement, experience, and recommendations
 - b) Input from Parents who have been involved with the Jordan's Principle Program through interviews, surveys, or telephone contact regarding their experience with the Program and with the individual Service Providers contracted through the Program
 - c) Input from the Jordan's Principle Staff and other Mnaasged Staff who have referred to or interacted with the Program

- d) Review of case volumes and number of applications submitted, funded, and rejected including reasons
- 4. Recommendations to further improve the Program based on feedback will be completed by the Quality Assurance Manager for review by the Review Team and will then be submitted to the Director of Services for approval.
- 5. Once reviewed and finalized, the Director of Services will brief the Executive Director and the relevant committee of the Board of Directors and will then circulate the final report to Staff. As appropriate, the report will also be shared with service partners and member First Nations.

POLICY REFERENCE
