

Completed recommendations from *Review of the Effectiveness of New Brunswick's Child Protection System and Behind Closed Doors: A Story of Neglect*

Recommendation		Description
PSR4	Kinship Care Model	The Department approve the kinship care model and seek approval of the legislative and regulatory amendments for kinship care as soon as possible.
MR2	Regionalization of Intake Services	The Department discontinue having a Centralized Intake Unit (CIS) in Moncton and the staff be assigned to the regions.
MR1	Discontinuation of FES Pathway	The Department discontinue its two pathways of Child Protection and Family Enhancement Services and have only one pathway – child protection services. Once cases are deemed appropriate to open at intake, they all proceed to the child protection. All social workers should be considered child protection social workers. This change should result in no loss of employment as in reality FES social workers are now doing child protection work.
T1	Cell Phones and Data Plans	Every FES and CP social worker should be provided with their own cell phone with data. This same recommendation was made in February 1999 in the report Child Welfare project, Report and Recommendations of Working Conditions Team, p.5. The requirement that social workers have to forfeit their office phone in order to acquire a cell phone should be rescinded.
TTL5	Child Neglect Webinars	An advanced webinar focusing on supervising child neglect cases, with a focus on reflective practice, the invisible child, identification of drift and relationship building, be developed and made available to supervisors on an ongoing basis.
TTL2	Specialized Child Protection Initiative	All social workers should receive core training as soon as possible after they are recruited. Training on Structured Decision Making (SDM) should be provided within the first six months for new social workers.

TTL4	Specialized Child Protection Initiative	A directive be issued to all managers making it clear that all new social workers must participate in core training and that there is no discretion to refuse approval for them participating in core training because they are not permanent or due to shortage of staff.
SDM4	Training Strategy	The SDM case consultation framework be introduced as planned.
SDM2	Training Strategy	Training on SDM should be provided earlier within the first year of employment for new social workers and no later than within the first 6 months of employment.
IRC2	Immediate Response Conference	The Immediate Response Conference Reference Manual, May 2015, be revised to ensure that it is always clear that consideration of child safety is mandatory in all aspects of decision making. For example, the first bullet under 4.2 Preparation of the Parents states “family is the preferred environment for the care and upbringing of their children “; (p.3), the next bullet states “the Minister is responsible to work collaboratively with the family to support and enhance their capacity to care for their children.” (p.3). These are examples of two statements that have the potential to confuse social workers and supervisors, in terms of conveying the perspective that keeping a child or children who may be at risk with their family, takes precedence over child safety and placement outside the family. It is recommended that after the word children in both of these statements it should say “if the child’s/children’s safety and well-being can be assured.”
IRC4	Immediate Response Conference	Eliminate the requirement that parents must consent to an IRC in order for an IRC to be convened when dispensing with such consent is in the best interest of the child.
CW16	Various Practice Standards	Discontinue the practice of requiring child welfare social workers to be involved in school attendance matters unless child neglect or abuse are present in the family. As part of the implementation of Integrated Service Delivery, a review should be conducted of the workload implications and determine the additional social workers required to properly implement this initiative. Any additional social workers

		required for school attendance matters should be hired as School Social Workers under the Integrated Service Delivery initiative, to eliminate any confusion between child protection and ISD work.
CB2	Clinical Orientation	During the provision of clinical or legal advice, careful attention is required to ensure that it does not discourage social workers from doing investigations and/or apprehensions, to protect children. Children should not be left in unsafe environments. Children who remain in unsafe homes are at risk of serious injury, death or significant development challenges if they continue to reside in an unsafe home environment for a prolonged period of time.
CS3	Clinical Orientation	Upon receipt of clinical audits, supervisors be required to review the findings with the workers on their team and reach agreement on the steps that will be taken to ensure that social workers get the benefit of learning from any mistakes made and how they can improve their practice.
CS8	Clinical Orientation	The Department revise the executive summary in its Child Welfare Supervision Manual to ensure that the statement, “we are moving to working with families from a collaborative strength-based approach rather than an adversarial approach.” (Child Welfare Supervision Manual, DSD, New Brunswick,2009, p. 3) is not interpreted to mean that proceeding to court is an inappropriate option.
PSR2	Standard Format for Policy Manual	The Department continue with its new standardized format for all its policy manuals.
DMD10	Review of essential qualifications (Child Welfare Program Delivery, Clinical Auditor)	All of the consultants and auditors should be required to have an MSW or BSW and active RSW designation. The qualifications for the positions should be revised, making it clear that successful candidates in future must hold an RSW with the NBASWs
CS5		The Department continue with its plan to engage Phil Decter of the Children’s Research Center to introduce a case consultation framework.

CW15	Child welfare supervisors and social workers should not be expected to participate in daily management meetings and similar activities, unless they specifically relate to improvements in child welfare service delivery.
CYA2a	That the Department of Social Development address chronic neglect seriously and adequately to protect children by: ensuring that the structured decision making (SDM) pathway assignment of either Family Enhancement Services (FES) or Child Protection (CP) is appropriate for the needs of the family and that the family's history with the department is considered in relation to the pathway assignment.
CYA2b	That the Department of Social Development address chronic neglect seriously and adequately to protect children by: ensuring that the transition to Child Protection from Family Enhancement Services results in an increased use of authority.
DMD11	It should be mandatory that a session be held with supervisors and social workers following every audit for the purpose of discussing the findings of audits, to learn from them and reach agreement on moving forward with changes in practice where appropriate.
DMD16	Child welfare managers, supervisors and social workers should not be required to participate in the daily management (process improvement) process, unless the meeting is specifically focused on process improvements in child welfare. Social workers should be spending any available time seeing children, youth and families and complying with program standards.
DMD3	The title of the ADM for Families and Children should be revised to place children first, thereby making it the ADM for Children and Families. It is important that even in the language of titles, the message be conveyed that children come first.

<p>DMD4</p>	<p>The Director of Child Welfare and his two Managers become members of the PDM's Table. Also, the Committee should adopt a new name and Terms of Reference to reflect the new composition of the Committee. Issues arising from this table requiring resolution should be brought to the executive committee referenced in number (1) above.</p>
<p>IS3</p>	<p>In regions where there are issues with lack of information sharing by community agencies, social workers and supervisors should discuss the matter with their Program Delivery Manager with the objective of a meeting being convened with the community agency to discuss the issue and how the matter can be resolved.</p>