

Business Plan: 2016-2017

Introduction

This document represents the 2016-17 Business Plan for the Catholic Children's Aid Society of Hamilton (CCASH). It highlights our organization's mandate, strategic priorities, key activities and performance indicators of the organization for the upcoming year ending March 31, 2017.

Mandate

Children's Aid Societies are independently governed agencies that are responsible for providing mandatory and critical services, which are a safety net for the most vulnerable members of our society – infants, children and youth who are at risk of or are experiencing physical, sexual and/or emotional abuse, neglect or abandonment. CASs are mandated to intervene if a caregiver cannot adequately care for or provide for a child.

Children's Aid Societies have been providing these services to communities in Ontario for over 100 years.

They are legislated to perform certain functions under the provisions of Section 15 of the *Child and Family Services Act (CFSA)*¹. The mandate of CASs, as described in this section of the *CFSA*, includes the following functions:

- Investigate allegations or evidence that children who are under the age of sixteen years or are in the society's care or under its supervision may be in need of protection;
- Protect, where necessary, children who are under the age of sixteen years or are in the society's care or under its supervision;
- Provide guidance, counselling and other services to families for protecting children or for the prevention of circumstances requiring the protection of children;
- Provide care for children assigned or committed to its care under this Act;
- Supervise children assigned to its supervision under this Act;
- Place children for adoption under Part VII; and,
- Perform any other duties given to it by this or any other Act.

This legislation and the supporting regulations, directives and standards prescribe specific and detailed requirements for what services CASs must provide, how they must provide these services, including services to Aboriginal children and families and French language services, as well as the timelines in which these mandatory services must be provided.

¹ Child and Family Services Act

Children's Aid Societies protect and safeguard most children while they remain with their families in the community. This family-based support takes the form of intensive assessments and service plans, contacts with numerous other professionals and service providers, as well as ongoing supervision of the child while he/she remains in the family home. These are complex cases in which child protection concerns have been verified and there are risks of, or actual, abuse and neglect. As such, the work must be performed by skilled, qualified child welfare staff. Serving these children in the context of the home – when it is safe to do so – is consistent with the legislative and regulatory mandate and with the policy direction of government.

Vision, Values and Strategic Direction

Our Vision

Safe and Thriving Children and Youth. Empowered Families. Stronger Communities

Our Mission

Guided by Catholic values and teachings, we serve children and youth within the Hamilton community by protecting their safety and well-being, strengthening their families and nurturing lifelong relationships.

Our Values

Success for Children, Youth and Families
Service Excellence
Integrity
Human Dignity and Respect
Communication and Collaboration
Compassion
Shared Accountability
Our Team

CCASH Strategic Directions

Our ongoing priority is supporting the safety, permanency and well-being of children and youth in the family and community. To achieve this CCASH is committed to a strategic plan that embodies the immense power of collaboration. The plan builds on our assets and directs our efforts and resources to our most critical priorities.

The strategic planning approach we use is the Balanced Scorecard methodology. This model identifies strategic directions in direct alignment to our vision and mission from four distinct pillars:

1. Child, Youth and Family

2. Operations
3. Organizational Readiness
4. Capacity

Goals are established to link with the strategic directions and ultimately performance indicators are created that allow us to measure our progress once we move to implementing the plan.

Key Activities supporting Strategic Directions: 2016-2017

CCASH has identified the following four initiatives as our Priority Projects for 2016-17:

1. Preparing for the implementation of Child Protection Information System (CPIN)
2. Commitment to Quality and Performance Improvement (Balanced Scorecard)
3. Support More Children and Youth in Family Based Care
4. Commitment to Anti-Oppressive Practice Framework Plan

Each of these four priority projects is aligned with provincial priorities in child welfare and will impact all staff across the organization. CCASH will continue to adopt best-practice change management strategies to support the successful achievement of these priorities.

Contact Information

For more information about CCAS of Hamilton, please visit our website at:
www.hamiltonccas.on.ca

For media inquiries, please contact:

David Shea, Director of Public Relations and Administration

905-525-2012 x 3303