

# AGENCY PROGRAM CONSULTATION

**Agency:**

**Persons Interviewed:**

**External Agency Coordinator:**

**Date of Consultation:**

**Date of Report:**

**Date of Last Agency Consultation:**

SUBJECT	AGENCY RESPONSE	ACTION STEPS & FVPP FOLLOW-UP
<b>1. BOARD PRACTICES</b>		
1.1 How are board members recruited? Are there challenges related to board recruitment? If so, what?	•	
1.2 Does the board reflect the population diversity within the region? What skill sets are represented on the board?	•	
1.3 What orientation/training is provided to newly elected board members? What ongoing training is provided to board members? How does the agency spend its “Board Expenses” funding?	•	
1.4 When was the last time the board reviewed the by-laws? When were the bylaws last updated and when were the changes presented to the general membership for approval?	•	
1.5 Does the board undertake a self-assessment annually? If so, please describe the process. Does the agency use a form for self-assessments? If so, please provide a copy.	•	
1.6 Is there typically sufficient attendance at board meetings to meet quorum? If there are attendance issues, how is this addressed with board members?	•	

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1.7 Are board minutes and motions recorded at each meeting, including approval of program/financial reports? Are the minutes signed by the Chairperson after approval?	<ul style="list-style-type: none"> <li></li> </ul>	
1.8 How does the board monitor adherence to the agency’s financial policies and controls? What is the process for creating and reviewing financial reports prior to their submission to the FVPP?	<ul style="list-style-type: none"> <li></li> </ul>	
1.9 If the agency has a surplus related to Department of Family Services funding, does the agency have plans for the surplus? How much is the surplus?	<ul style="list-style-type: none"> <li></li> </ul>	
1.10 Does the board have a current job description for the Director? Please provide a copy.	<ul style="list-style-type: none"> <li></li> </ul>	
1.11 Does the board have sufficient information to make governance decisions? If not, how have you addressed this? What is included in the Director’s packages to the board?	<ul style="list-style-type: none"> <li></li> </ul>	
1.12 How frequently is the Director’s performance evaluated? Please describe the process, content, and indicators. When was the Director’s performance last evaluated?	<ul style="list-style-type: none"> <li>○</li> </ul>	

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1.13 Does the agency have a succession plan for management positions? If so, please describe.	•	
2. GENERAL MEMBERSHIP		
2.1 How many general members does the agency have? Is there a membership fee? If so, how much is it?	•	
2.2 Are staff eligible for general membership? If so, how does the agency ensure that there is not a conflict of interest?	•	
3. OPERATIONAL & STRATEGIC PLANNING		
3.1 Does the agency have a current strategic plan? If so, please describe the strategic planning process, including who participated. Does the strategic plan identify priorities, actions, and timelines? If the agency does not have a current strategic plan, are there plans to develop one?	•	
3.2 Please describe the annual operational planning process, including whose input is sought.	•	

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4. COMMUNITY		
4.1 How are services offered by the agency promoted in the community? What public education sessions related to family violence has been offered in the past year?	<ul style="list-style-type: none"><li></li></ul>	
4.2 What systemic barriers have been identified/experienced by its client population (e.g., lobbying, coordinating community partnerships) and how has the agency responded?	<ul style="list-style-type: none"><li></li></ul>	
4.3 What donations from the community has the agency received in the past year (e.g., monetary, toys, clothes)?	<ul style="list-style-type: none"><li></li></ul>	
4.4 Other than board members, what roles (if any) does the organization have for volunteers? How do you recruit and screen volunteers? Does the process include criminal record check (including a Vulnerable Sector Verification), a child abuse registry check, and an adult abuse registry check (if so, who pays)? <u>FOR AGENCIES WITH DIRECT SERVICE VOLUNTEERS:</u> When was the agency’s last volunteer training? What was the content? Is a manual used? If so, please provide a copy.	<ul style="list-style-type: none"><li></li></ul>	
4.5 Does the agency have any partnerships with collateral agencies for service provision and/or for joint projects? Have protocols been established with collateral agencies?	<ul style="list-style-type: none"><li></li></ul>	

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4.6 Has the agency established any partnerships with collateral agencies to share human resources for joint projects?	<ul style="list-style-type: none"><li></li></ul>	
5.		
5.1 Has anyone declared a perceived or actual conflict of interest in the past year? What is the process for managing the conflict of interest?	<ul style="list-style-type: none"><li></li></ul>	
5.2 Has the agency had a critical incident in the past year? Was the critical incident report reviewed with consideration for how to prevent similar situations in future?	<ul style="list-style-type: none"><li></li></ul>	
5.3 What security mechanisms does the agency have in place? Has the agency had a security incident in the past year? Was the incident report reviewed with consideration for how to prevent similar situations in future?	<ul style="list-style-type: none"><li></li></ul>	
5.4 What opportunities for feedback do you provide for your clients? Does the agency have a participant feedback form for each program/service funded by the FVPP? If so, please provide a copy of each. When are the feedback forms distributed and collected? Do you do an analysis of or report on the feedback? If so, may FVPP have a copy of the analysis/report? Do you share the analysis/report with your board?	<ul style="list-style-type: none"><li></li></ul>	

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5.5 Has the agency received any formal client complaints in the past year? What was the process for resolving the complaint and preventing similar situations in future?	<ul style="list-style-type: none"><li></li></ul>	
6. HUMAN RESOURCE MANAGEMENT		
6.1 Have any Family Violence Prevention Program funded positions been vacant in the past year? If so, for how long? Did the vacancy result in a reduction of services. If applicable, what is the plan for filling current vacancies?	<ul style="list-style-type: none"><li></li></ul>	
6.2 Does a current job description exist for each staff position? Please provide a copy.	<ul style="list-style-type: none"><li></li></ul>	
6.3 What are the minimum qualification requirements for Family Violence Prevention Program funded positions?	<ul style="list-style-type: none"><li></li></ul>	
6.4 What training/orientation is provided to new staff?	<ul style="list-style-type: none"><li></li></ul>	
6.5 What ongoing staff training and development has been provided in the past year? What training has been provided to help staff meet the specific needs of various groups including the LGBTTT communities, Aboriginal people, Newcomers, etc?	<ul style="list-style-type: none"><li></li></ul>	

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6.6 What is the process for staff performance reviews? Have all staff been reviewed in the past year?	<ul style="list-style-type: none"><li></li></ul>	
6.7 Does the agency use a formal pay scale? If yes, what are the requirements for staff to receive incremental increases (e.g., seniority, merit, educational attainment, other experience)?	<ul style="list-style-type: none"><li></li></ul>	
6.8 What non-salary labour related costs has the agency incurred in the past year (e.g., costs related to settlements, payouts, lawyers, extended leaves, staff on paid suspension, human resource consultants, mediation, and arbitration)?	<ul style="list-style-type: none"><li></li></ul>	
6.9 How much professional liability insurance coverage does the agency have for its staff?	<ul style="list-style-type: none"><li></li></ul>	
7. INTAKE & ASSESSMENT		
7.1 <u>AGENCIES OTHER THAN SHELTERS</u> : What are the agency’s hours of operation? Does the agency close for any days other than statutory holidays and weekends?	<ul style="list-style-type: none"><li></li></ul>	

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<p>7.2 Please describe the agency’s intake and assessment process, including who is eligible to receive services.</p> <p><u>SHELTERS ONLY:</u> Do women receive an intake/ assessment and crisis intervention within 24 hours after intake?</p> <p><u>SHELTERS ONLY:</u> What is the procedure for alternate accommodations when the shelter is full?</p> <p><u>AGENCIES OTHER THAN SHELTERS:</u> What services are available to clients with immediate needs (e.g., in crisis, high risk)? How do you screen for immediate needs?</p>	<ul style="list-style-type: none"><li>•</li></ul>	
<p>7.3 Does the agency use any specific risk assessment tool(s)? Please provide a copy.</p>	<ul style="list-style-type: none"><li>•</li></ul>	
<p>7.4 How does the agency handle requests for service from persons who are outside of the agency’s mandate?</p>	<ul style="list-style-type: none"><li>•</li></ul>	
<p>7.5 Does the agency provide services to clients mandated to attend programs as a condition of a formal order?</p>	<ul style="list-style-type: none"><li>•</li></ul>	
<p>7.6 Does the agency offer any culturally-specific programming/services? If so, please describe.</p>	<ul style="list-style-type: none"><li>•</li></ul>	

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7.7 Is there a wait list for any Family Violence Prevention Program funded services? What is the length of the wait list? How long is the wait list? What plans, if any, are in place to manage and/or reduce the wait list?	<ul style="list-style-type: none"> <li></li> </ul>	
<b>8. INDIVIDUAL COUNSELLING</b>		
8.1 Generally, what is the frequency of counselling sessions and the length each session? On average, how long do participants stay in the counselling program (for each program area, where applicable)? Does the agency set a maximum duration for counselling? <u>SHELTER ONLY:</u> Is each woman offered a minimum of one hour of individual counselling for each 24-hour period of residence? Are women generally participating in individual counselling? If not, what reasons do women give for not participating in counselling?	<ul style="list-style-type: none"> <li></li> </ul>	
8.2 What is the process for protection planning? How often is the plan reviewed with the client?	<ul style="list-style-type: none"> <li></li> </ul>	
8.3 What is the agency's process for building case management plans in complex client cases?	<ul style="list-style-type: none"> <li></li> </ul>	

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8.4 Has your agency accessed the services of the Clinical Consultant this year? If so, can you give some examples of issues or cases that you worked through with the Clinical Consultant? Did the service meet your expectations? Please explain.		
8.5 Does the agency offer advocacy and accompaniment services? If so, in what circumstances?	<ul style="list-style-type: none"><li></li></ul>	
8.6 What referrals does the agency commonly provide?	<ul style="list-style-type: none"><li></li></ul>	
8.7 What are the common barriers that participants identify in utilizing/accessing the agency’s programming? How does the agency reduce these barriers?	<ul style="list-style-type: none"><li></li></ul>	
8.8 <u>SHELTERS ONLY</u> : What is the procedure at shift change for ensuring continuity in client service?	<ul style="list-style-type: none"><li></li></ul>	
8.9 What are some of the challenges related to service provision?	<ul style="list-style-type: none"><li></li></ul>	

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8.10 What is the process for departure planning? <u>RESIDENTIAL ONLY:</u> Please describe the transition process for participants moving from the residential program to follow-up services.	<ul style="list-style-type: none"><li></li></ul>	
9. GROUP COUNSELLING		
9.1 What groups has the agency provided in the past year? What groups is the agency planning to offer this year? Is there a scheduled plan?	<ul style="list-style-type: none"><li></li></ul>	
9.2 Please describe the recruitment and screening process for group participants?	<ul style="list-style-type: none"><li></li></ul>	
9.3 Please describe the structure of groups (e.g., frequency, length, average number of participants and location).	<ul style="list-style-type: none"><li></li></ul>	
10. CHILDREN (AND YOUTH) COUNSELLING		
10.1 How does the agency promote its children’s services?	<ul style="list-style-type: none"><li></li></ul>	
10.2 Please describe the agency’s intake and assessment process for children. Does the intake/assessment form indicate agreement from the parent/guardian for the child’s participation in the program?	<ul style="list-style-type: none"><li></li></ul>	

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10.3 Generally, what is the frequency of counselling sessions and the length of each session? What is the approximate range of duration of a child’s participation in programming?	<ul style="list-style-type: none"><li></li></ul>	
10.4 What are some of the more common issues or challenges presented by children participating in the program (expressed by children and/or parents)?	<ul style="list-style-type: none"><li></li></ul>	
10.5 Is the parent/guardian involved in their child’s counselling? If so, how?	<ul style="list-style-type: none"><li></li></ul>	
10.6 What is the process for children’s protection planning?	<ul style="list-style-type: none"><li></li></ul>	
10.7 What games, activities, and/or resources are available for children’s programming?	<ul style="list-style-type: none"><li></li></ul>	
10.8 What is the agency’s process for building case management plans in complex client cases?	<ul style="list-style-type: none"><li></li></ul>	
10.9 What referrals does the agency commonly provide for children?	<ul style="list-style-type: none"><li></li></ul>	

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10.10 What are the common barriers that participants identify in utilizing/accessing children’s programming? How does the agency reduce these barriers?	<ul style="list-style-type: none"><li></li></ul>	
10.11 What is the process for departure planning for children?	<ul style="list-style-type: none"><li></li></ul>	
10.12 Does the agency provide support groups for children? If so, what groups has the agency provided in the past year? What groups is the agency planning to offer in the coming year? Is there a scheduled plan?	<ul style="list-style-type: none"><li></li></ul>	
10.13 Please describe the recruitment and screening process for group participants?	<ul style="list-style-type: none"><li></li></ul>	
10.14 Please describe the structure of groups (e.g., frequency, length, average number of participants, and location).	<ul style="list-style-type: none"><li></li></ul>	
10.15 What are some of the challenges related to service provision in the children’s program?	<ul style="list-style-type: none"><li></li></ul>	

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11. CLIENT RECORDS		
11.1 What are the policy and procedures around record management (i.e. storage, destruction, etc.)?	•	
11.2 What is the process for ensuring accurate and comprehensive client files? How often is this done? What documentation is typically included in client files?	•	
12. MEDIA ATTENTION		
12.1 Has the agency received any media attention this year? Please share articles if not already done so.	•	

**GENERAL COMMENTS:**