

Primary Strategic Priority	Key Performance Indicator	2018/2019	2019/2020	2020/2021	2021/2022
<b>Strengthen Client-Centred Services and Support</b>	<p>While ensuring their safety, fewer children and youth of Black African and Caribbean heritage are admitted into care</p> <p><u>Target:</u> Number of Black/Black Bi-Racial children and youth admitted into care in 2019/20 is reduced by 5% from the prior year and 15% over three years from 2018/19</p>	Year End Total Admissions into Care: <b>296</b>	Year End Total Admissions into Care: <b>237</b>  Year over year % reduction: <b>20%</b>  Total % reduction: <b>20%</b>	Year End Total Admissions into Care: <b>149</b>  Year over year % reduction: <b>37%</b>  Total % reduction: <b>49%</b>	
<b>Strengthen Client-Centred Services and Support</b>	<p>Children and youth spend fewer days in care</p> <p><u>Target:</u> Reduce days in care by 5% in 2019/20 over prior year results and 15% over three years from 2018/19</p>	Year End Total days in Care: <b>229,327</b>	Year End Total days in Care: <b>202,725</b>  Year over year % reduction: <b>12%</b>  Total % reduction: <b>12%</b>	Year End Total days in Care: <b>174,058</b>  Year over year % reduction: <b>14%</b>  Total % reduction: <b>24%</b>	
<b>Strengthen Client-Centred Services and Support</b>	<p><b>New KPI for 2021/22:</b> Increase Black and Black bi-racial Kin Placements</p> <p><u>Target:</u> Starting in 2021/22 CAST to target a 5% annual increase in Black/bi-racial Total Kin Placements</p>				Reporting to begin
<b>Strengthen Client-Centred Services and Support</b>	<p>The “Signs of Safety” practice framework is implemented at CAS-T to build a standardized client-centred approach to interacting with clients</p> <p><u>Target:</u> 90% of frontline staff to be trained on Framework in 2020/21</p>		Pandemic impacted training methods and schedules	SofS 1 day: 89% trained SofS 2 day: Training ongoing SofS Supervisors: 83% trained (83%)	

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<b>Working Collaboratively</b>	Families stay together following participation in the Journey to Zero program  <u>Target A:</u> 75% of children and youth who stay safely in the family home after 6 months  <u>Target B:</u> 75% of children and youth who stay safely in the family home after 12 months	Pandemic Impacted launch of program elements	Program launched	Reporting to begin
<b>Working Collaboratively</b>	Partnerships with other providers are developed or revised to support integrated and seamless service delivery  <u>Target:</u> 3 new or revised partnerships in 2019/20	Number of new or revised partnerships in year: 5	Number of new or revised partnerships in year: 4  Total number of new or revised partnerships: 9	
<b>Working Collaboratively</b>	Clients are satisfied with services provided by partner agencies (External agencies that clients are specifically referred to).  <u>Target:</u> 80% of clients are satisfied with services provided by partner agencies in 2019/2020	Pandemic Impacted.  Agency wide survey with community partners deferred until 2022		Surveys to begin
<b>Working Collaboratively</b>	Families open for service in intake and the three community branches will be surveyed regarding their experience  <u>Target:</u> Beginning March 2021 CAS-T to aim for Positive Feedback from 80% of clients in survey conducted every March, June and October		72% Positive Feedback  Number of respondents= 92	
<b>Working Collaboratively</b>	<u>New for 2021/22:</u> CAS-T to Implement CARE project with local partners including MCSS  <u>Target:</u> Staff program by June 30 2021. Volumes related to # of clients engaged in safety planning to be determined in collaboration with partners			Reporting to begin

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Champion Diversity, Equity and Inclusion (including Anti Black Racism)	Racialized staff will be supported to advance their careers at CAS-T by a newly created planning team	Planning team formed in February 2020		
Champion Diversity, Equity and Inclusion (including Anti Black Racism)	Launch a Mentorship program at CAS-T to help racialized staff <u>Target:</u> Launch a program with at least 20 participants in 2020/21		First cohort of Mentorship program underway.	
Champion Diversity, Equity and Inclusion (including Anti Black Racism)	All supervisors at CAS-T will participate in ABR Cultural Safety training <u>Target A:</u> All Executive Team Members trained by March 31/2020 <u>Target B:</u> All Senior Leadership Team Members and Supervisors trained by June 30/2020	Pandemic impacted training methods and schedules	Target A: <b>100%</b> Complete  Target B: <b>90%</b> SLT <b>73%</b> Service Supervisors trained <b>100%</b> Non-service supervisors trained.	
Champion Diversity, Equity and Inclusion (including Anti Black Racism)	<b>New for 2021/22:</b> New partnerships with Black-Centred agencies will be created to help address existing disparity and disproportionality in services <u>Target:</u> 2 or more relevant partnerships in 2021-22			Reporting to begin
Champion Diversity, Equity and Inclusion (including Anti Black Racism)	<b>New for 2021/22:</b> CAS-T to develop and launch an Anti-Black Racism Dashboard by 31 March 2022			Reporting to begin
Champion Diversity, Equity and Inclusion (including Anti Black Racism)	<b>New for 2021/22:</b> Implementation of the Human Rights Commission Special Program for Applicable Non-Union Positions as part of our Equitable Hiring Strategy <u>Target:</u> Starting 2021/22 100% of designated Special Program positions will be filled under the terms of the program			Reporting to begin