

# Agency Service Plan

## 2018 -2020

The staff, management and Board of Kenora-Rainy River District commit to the children, families and communities residing within the districts of Kenora and Rainy River that we will, over the course of this service plan, achieve the following goals:

1. Meet or exceed the provincial benchmarks for the annual Service Performance Indicators for positive outcomes in Child Welfare service delivery.
2. Achieve a minimum 80% compliance or greater on all standards within the Ministry's Quality Improvement Plan.
3. Reduce the number of children in the care of the Agency.
4. Reduce the number of children placed outside the Districts.
5. Reduce the number of indigenous children in the care of the Agency.
6. Increase the number families involved in Alternative Dispute Resolution (ADR).
7. Decrease the number of families that are before the court.
8. Enhance the development of children receiving services from our Agency (OnLAC data).
9. Reduce the time that children must wait before being able to access our Children's Mental Health Services in the Rainy River District.

### Strategic Directions

### 2018-2020 Objectives and Priorities

#### Embracing Strengths

#### Service Framework

Focus on the strengths of children, families, kin and community partners  
 Management Team to lead and monitor framework  
 All Staff trained in the use of the framework

#### Maximizing Resources

#### Operational Review

Child Welfare - End to End Review  
 Children's Mental Health - Accreditation

#### Promoting Service Excellence

#### Innovative Models of Service

Evidenced-informed models that promote positive outcomes  
 Enhancing the skills and assets of children and youth  
 Strengthening relationships with our communities

**Vision:** Children and families reaching their full potential. **Mission:** We are dedicated to ensuring the safety and well-being of every child by providing effective services to children and families.  
**Values:** Positive Attitude; Relationships; Integrity; Diversity; and, Excellence.