

# Quality Assurance and Compliance in Special Needs Resourcing

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# Presentation Outline

- Peel's Special Needs Resourcing (SNR) system
- The Challenge
- PIRS Quality Assurance and Compliance framework (QACF)
- Areas of Action
- SNR Agency Authentic Participation
- Importance of the PIRS Supervisor
- Supervisor Expectations
- Enhancing Feedback
- Impact of the QACF
- Approach to Ongoing Monitoring



## System Accountability

Policy and Program Development and Quality Assurance and Compliance

Delivered by Peel Region

Delivered or  
managed by  
Peel

### Intake and Referrals

Centralized intake and  
referral service

### Intensive Supports

Enhanced Program  
Support

Specialized  
Consultation Team

Delivered  
by SNR  
agencies

### Universal Supports

Supporting and  
enhancing inclusive  
practices

### Child Specific Supports

Resource consultation  
for children who need  
extra support

4 SNR agencies



4 Managers



9 Supervisors



71 Resource Consultants



Supporting over 220  
licensed programs in Peel

# Our Challenge - Evaluation Findings

## Recommendations

- Solidify governance
- Enhance feedback loops
- Consistent support

## Actions

- Enhance system accountability
- Strengthen authentic participation



# PIRS Quality Assurance and Compliance Framework

## Who

- SNR agencies
- Child care programs
- Peel Region

## Why

- Enhance accountability
- Implement a continuous improvement cycle
- Enact change

## How (Guiding Principles)

- Collaborative
- Accountable
- Transparent
- Evidence informed
- Risk-based approach

## So What?

- Inclusive & responsive environment
- Consistent service delivery
- Maintain and enforce service standards



# Areas of Action

Enhance Accountability	SNR Agencies	Child Care Providers
Implemented supervisor standards and service delivery expectations	✓	
Updated supervisor guidelines	✓	
Increased data collection, analysis and follow up	✓	
Gathered input on service delivery	✓	✓
Strengthen Authentic Participation	SNR Agencies	Child Care Providers
Defined authentic participation	✓	✓



**Have you defined measurable expectations  
for how your agencies deliver services on  
your behalf?**



# SNR Agency Authentic Participation

**Authentic** delivery of service is ensuring child care programs are aware of and receive the service and support they are entitled to.

Meeting service standards

Following guidelines for service delivery

Supporting capacity building related to Access, Inclusion, Participation and Belonging

Supporting educator awareness of and engagement in all supports

Understanding a Program's Inclusion Policy

Escalating PIRS participation concerns

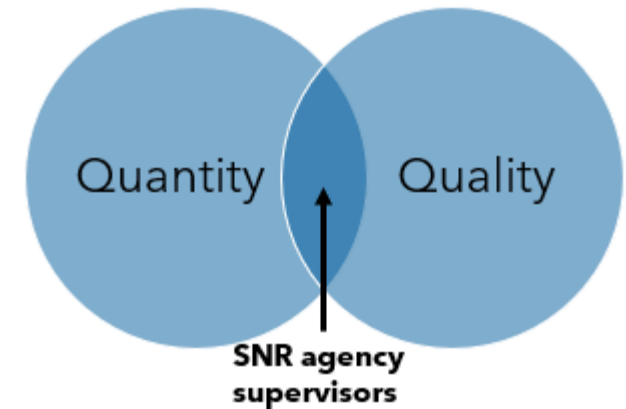
Providing feedback on PIRS services

We learn about SNR agency authentic participation from **child care providers, families** and **SNR agencies**.

# Importance of the Supervisor



Consistent, quality SNR service delivery depends on the oversight and guidance of PIRS Supervisors.



Activity	Standard	Enhanced	New	Accountability mechanism
<b>Consultation Notes</b>	Review a minimum of 3 consultation notes for each RC each quarter		✓	Actions to confirm implementation
	For new RCs, review all work related to consultation notes for a minimum of 8 weeks		✓	
	Ensure consultation notes are created and provided according to standards outlined in RC Guidelines		✓	
<b>Individual Program Plans</b>	Review, approve, and sign-off on IPPs before the RC shares	✓		Actions to confirm implementation
	For new RCs, review all work related to an IPP for a minimum of 12 weeks		✓	
<b>Summary of Service</b>	Review and approve Summary of Service report before presented to family	✓		Actions to confirm implementation
<b>Meeting Observation</b>	Observe a minimum of 1 consultation meeting with each RC throughout the year		✓	Submit bi-annual data for analysis
	Observe a minimum of 1 IPP meeting with each RC throughout the year		✓	Actions to confirm implementation

Activity	Standard	Enhanced	New	Accountability mechanism
<b>Supervisor child care program connections (pro-active)</b>	Centre based <ul style="list-style-type: none"> <li>• 2 in person visits at every program</li> <li>• 2 other connections with every program (in person, virtual, email, phone call)</li> </ul>	✓		Submit bi-annual data for analysis
	LHCC <ul style="list-style-type: none"> <li>• 1 call with each home visitor an RC supports</li> <li>• Attend 1 workshop delivered by RC per LHCC agency</li> </ul>		✓	Submit bi-annual data for analysis
<b>Supervisor Administrative Tasks</b>	Submission of monthly and bi-annual reporting by due date	✓		Peel tracks and analyzes
	Alignment of RCs to new child care programs within standard	✓		Peel tracks and analyzes
	Changes to RC alignment to child care programs	✓		Peel tracks and analyzes
	Provide dates of new hires/terminations	✓		Peel tracks and analyzes



**Do you have standards for supervisors for their oversight of service delivery?**

# Impact of SNR Agency Supervisor Standards

- Increased connections between child care program supervisors and PIRS supervisors
- Decrease in the number of escalated issues about RC service delivery from child care programs to Peel
- Adjustment of a standard based on supervisor implementation and feedback
- Increased supervisor focus on consistent practice
- Willingness to share successes and challenges with consistent practice







# Enhancing feedback

## Targeted input

- Allows Peel to collect information and understand experience with PIRS service delivery
  - Short surveys sent to child care providers or families asking about elements of service delivery
- Contributes to a continuous improvement cycle
- Has shown us that:
  - Standards are being met
  - Educators and families are experiencing PIRS services the way they are intended to be delivered
  - RCs are supportive and responsive

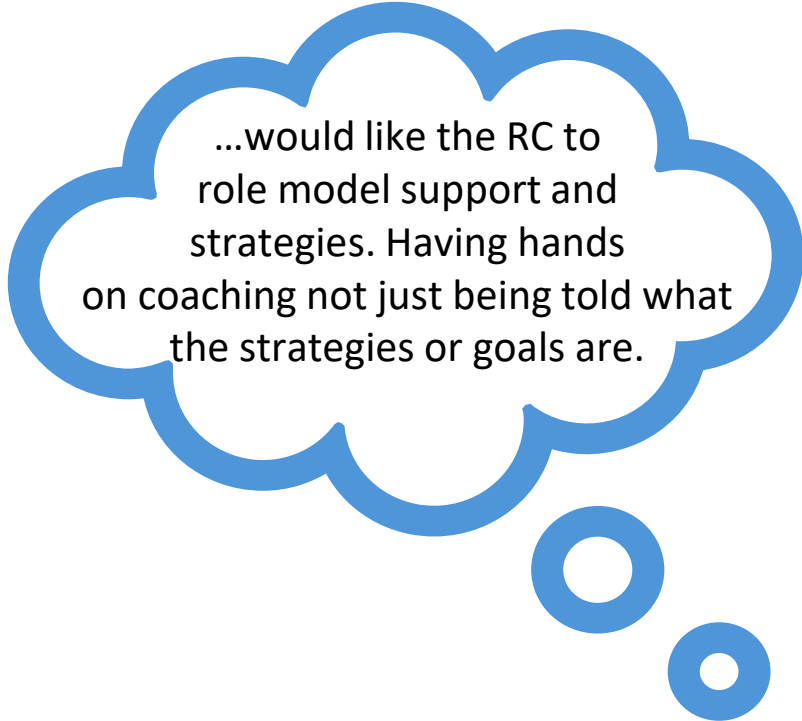


# Targeted Input: Supervisor Role

Expectation for the SNR agency supervisor to address feedback directly with the RC.

This is an opportunity to:

- Share positives
- Encourage the RC to reflect on service delivery
- Expand or direct coaching to a specific RC on an identified element of work or approach
- Enhance provider knowledge of PIRS



...would like the RC to role model support and strategies. Having hands on coaching not just being told what the strategies or goals are.

# The Quality Assurance and Compliance Framework

- Proactively addresses concerns with authentic participation
- Proactively and reactively addresses adherence to service standards
- Gives SNR agencies and child care providers an opportunity to change their practice
- Identifies areas of improvement
- Informs changes to support consistent delivery of quality special needs resourcing supports



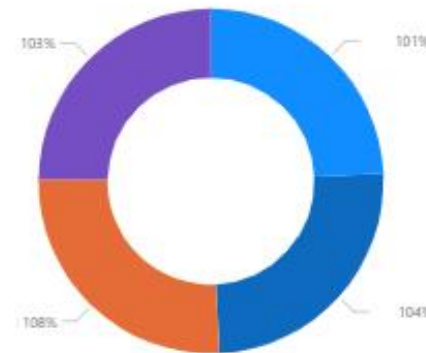
# Dashboard

- Created a dashboard to pull the qualitative and quantitative data into one space.
- Supports ongoing monitoring, evaluation and communication.

## Quality

Status	Collection Period	Quality	Contractual Compliance	Score		Level of Risk	Level of Support
SNR Agreement	Jan-Jun	103%	100%	100%	Excellent	Very Low Risk	Very Low Support
SNR Agreement	Jan-Jun	108%	67%	90%	99%	Good	Low Risk
SNR Agreement	Jan-Jun	104%	100%	80%	89%	Fair	Medium Risk
SNR Agreement	Jan-Jun	101%	100%	70%	79%	Poor	High Risk
		104%	Total	0%	69%	Very Poor	Critical Risk

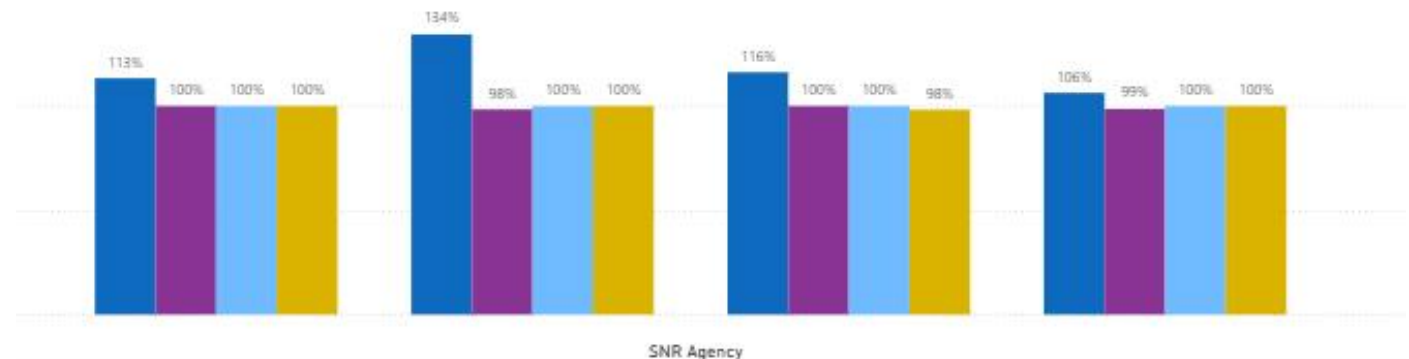
Quality Percentage



minimum standard requires SNR Agencies to across all controls/standards.

## SNR Agency Standards

Control (Standard) In-Person RC Visits (DoS) Intake and Referrals Acceptance Sups Connections (A) Sups Connections (IP)



Questions can be sent  
to [PIRS@peelregion.ca](mailto:PIRS@peelregion.ca)







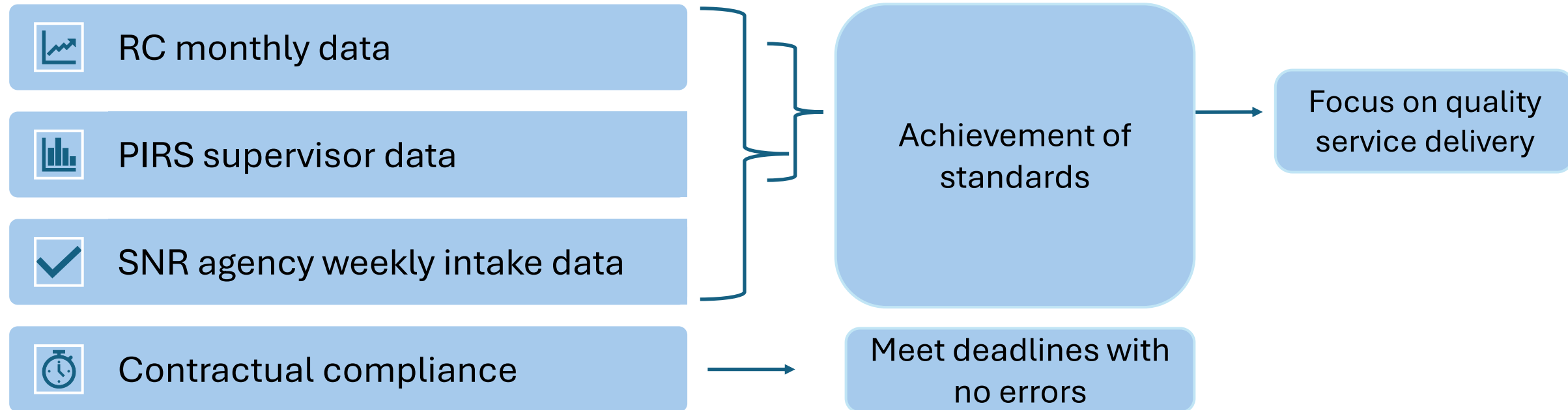
# Appendix

# Continuous Improvement Cycle

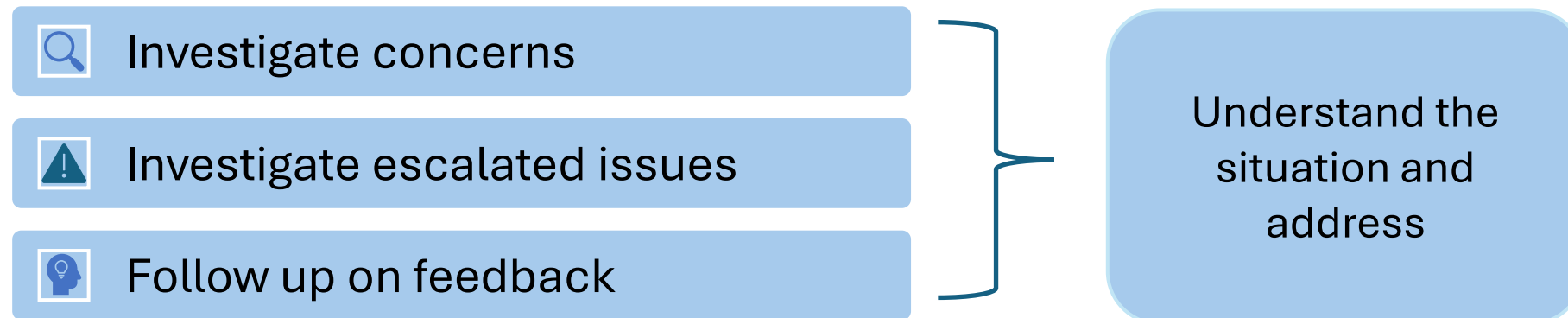


# Approach to Understanding SNR Agency Authentic Participation

## Proactive



## Reactive





# Examples of Resource Consultant Standards

Activity	Standard	Accountability mechanism
<b>Initiating PIRS service</b>	Obtain consent within 20 calendar days of SNR agency accepting referral	Peel tracks and analyzes
<b>Program Visits</b>	Minimum of 5 program visits a week	Submit monthly data for analysis
	Minimum 2 hour visit to a program	
<b>Programs with no children on caseload</b>	Minimum 1, 30 minute check-in consultation every 4 weeks	Submit monthly data for analysis
	Alternate between in-person and virtual consultation	Submit monthly data for analysis
<b>Consultation notes</b>	1 consultation note per consultation	Supervisor actions to confirm implementation
	Consultation notes provided at the time of consultation or within 3 business days	
<b>Consultation to children</b>	Minimum 1 consultation every 4 weeks	Submit monthly data for analysis
<b>Individual Program Plans</b>	IPP in place within 6 weeks of start date in PIRS	Supervisor actions to confirm implementation

# Escalation Process

Legend	
Acronym	Description
PIRS	Peel Inclusion Resource Services
RC	Resource Consultant
S/M/HV	Supervisor/Manager/Home Visitor
SP	Service Provider
ROP	Region of Peel

## PIRS Escalation Process

