

QA Workplan  
Agencies, SFNNC\  
11/12 and 12/13

Type of Review	Area	Scope of Review	Time lines		Lead
			Start	End	
Case Management Review	Intake/Abuse/FE	Authority Determination Protocols for 2011/12	April 17/12	June 30/12	ANCR QA Director
Case Management Review	All Service Programs	Places of Safety in 2011-12	April 15/12	September 1/12	ANCR QA Director
Case Management Review	All Service Programs	Compliance with agency standards pertaining to contact with children and client contact in a child protection investigation	September 15/12	February 28/13	ANCR QA Director
Case Management Review	All Service Programs	Issue Identification and Response time	January 15/13	March 31/13	ANCR QA Director
Operations Review	Human Resources	Aboriginal Recruitment - baseline data gathering	September 1/12	December 31/12	ANCR QA Director

QA V<sup>o</sup>plan  
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Deliverables		Sign off on deliverable	Who tracks recomms	SFNNC role in final report	Status Update
Review of Design First Draft report	April 27/12 May 24/12	ANCR ED - Sandie ANCR ED - Sandie	Executive Director of Service - Penny	receive for information	first draft complete
Review of Design First Draft report	April 25/12 August 15/12	ANCR ED - Sandie ANCR ED - Sandie	Executive Director of Service - Penny	receive for information	design approved
Review of Design First Draft report	October 31/12 January 15/13	ANCR ED - Sandie ANCR ED - Sandie	Executive Director of Service - Penny	receive for information	pending
Review of Design First Draft report	February 28/13 March 15/13	ANCR ED - Sandie	Executive Director of Service - Penny	receive for information	pending
Review of Design First Draft report	October 1/12 December 15/12	ANCR ED - Sandie	Director of Human Resources	receive for information	pending