

**French Language Services (FLS) Compliance Report for 2016/2017
Services & Respective Clauses**

Instructions:

This section includes a list of different services for each ministry. Please complete this tab by selecting the ones that your agency offers and by indicating at what clause each of the services is at.
**Please add any other services that are not captured in this list under 'Other' (located at the bottom of each table)

Ministry of Community and Social Services (MCSS)		
List of Services	Select service (s) offered by your agency	Select the clause that applies
Violence against Women Support Services		
Emergency Shelter Services	<input type="checkbox"/>	Select clause
Counselling Services	<input type="checkbox"/>	Select clause
Child Witness Program	<input type="checkbox"/>	Select clause
Provincial Crisis Lines	<input type="checkbox"/>	Select clause
Transitional Housing and Support Program (Incl. other housing initiatives)	<input type="checkbox"/>	Select clause
Ontario Works		
Ontario Works	<input checked="" type="checkbox"/>	Service Clause 2
Developmental Services		
Application Entity	<input type="checkbox"/>	Select clause
Specialized Accommodation	<input type="checkbox"/>	Select clause
Adult Protective Services	<input type="checkbox"/>	Select clause
Intensive Support to Residences	<input type="checkbox"/>	Select clause
Host Family Residences	<input type="checkbox"/>	Select clause
Supported Independent Living	<input type="checkbox"/>	Select clause
Caregiver Respite Services and Support	<input type="checkbox"/>	Select clause
Community Participation Services and Support	<input type="checkbox"/>	Select clause
Professional and Specialized Services	<input type="checkbox"/>	Select clause
Coordination Processes	<input type="checkbox"/>	Select clause
Passport Program	<input type="checkbox"/>	Select clause
Employment Supports (including vocational alternative supports)	<input type="checkbox"/>	Select clause
Children's Developmental Services		
9250-9251 Group Living Supports	<input type="checkbox"/>	Select clause
9252 Children's Service Coordination	<input type="checkbox"/>	Select clause
9253 Behaviour Intervention	<input type="checkbox"/>	Select clause
9254 In-Home Respite Support	<input type="checkbox"/>	Select clause
9255 Out of Home Respite Support	<input type="checkbox"/>	Select clause
9256 Assessment & Counselling	<input type="checkbox"/>	Select clause
Intervenor and Interpreter services		
Intervenor and Interpreter services	<input type="checkbox"/>	Select clause
ODSP		
Employment Assistance	<input type="checkbox"/>	Select clause
Employment Supports	<input type="checkbox"/>	Select clause
Other		
Please Identify any other service(s) not included in the MCSS list	<input type="checkbox"/>	Select clause
	<input type="checkbox"/>	Select clause

Ministry of Children and Youth Services (MCYS)		
List of Services	Select service (s) offered by your agency	Select the clause that applies
Children and Youth at Risk (Child and Youth Mental Health)		
Mental Health Core Services:		
o Brief Services	<input type="checkbox"/>	Select clause
o Counselling/Therapy Services	<input type="checkbox"/>	Select clause
o Crisis Services	<input type="checkbox"/>	Select clause
o Family/Caregiver Skills Building and Support	<input type="checkbox"/>	Select clause
o Access Intake Service Planning	<input type="checkbox"/>	Select clause
o Intensive Treatment Services	<input type="checkbox"/>	Select clause
o Service Coordination Process	<input type="checkbox"/>	Select clause
o Specialized Consultation/Assessment Services	<input type="checkbox"/>	Select clause
o Targeted Prevention	<input type="checkbox"/>	Select clause
Mental Health and Addictions Strategy		
o Tele-Mental Health Service	<input type="checkbox"/>	Select clause
Specialized Services		
Autism Services:		
o Autism Intervention Program	<input type="checkbox"/>	Select clause
o School Support program	<input type="checkbox"/>	Select clause
o Autism Respite Services	<input type="checkbox"/>	Select clause
o Other Autism Supports	<input type="checkbox"/>	Select clause
o Applied Behaviour Analysis - based Services and Supports	<input type="checkbox"/>	Select clause
Complex Special Needs (Individual services and community enhancement)	<input type="checkbox"/>	Select clause
A509 Enhanced Respite Services	<input type="checkbox"/>	Select clause
A510 Out of Home Respite Services	<input type="checkbox"/>	Select clause
A511 Children's Access Mechanism	<input type="checkbox"/>	Select clause
Children's Treatment Centres	<input type="checkbox"/>	Select clause
Child Protection/Child Welfare		
Child Protection Core Services (CAS)	<input type="checkbox"/>	Select clause
Community Capacity Initiatives	<input type="checkbox"/>	Select clause
Alternative Dispute Resolution (Incl. aboriginal ADR)	<input type="checkbox"/>	Select clause
Youth In Transition Program	<input type="checkbox"/>	Select clause
Early Learning and Child Development – Early Years Community Support		
Early Literacy Specialists	<input type="checkbox"/>	Select clause
Infant Development Program	<input type="checkbox"/>	Select clause
Student Nutrition Program	<input type="checkbox"/>	Select clause
Healthy Child Development Programs		
Healthy Babies, Healthy Children	<input type="checkbox"/>	Select clause
Infant Hearing Program	<input type="checkbox"/>	Select clause
Blind-Low Vision Program	<input type="checkbox"/>	Select clause
Preschool Speech and Language Program	<input type="checkbox"/>	Select clause

Ministry of Children and Youth Services (MCYS)		
List of Services	Select service (s) offered by your agency	Select the clause that applies
Youth Opportunities Strategy		
Youth Outreach Worker Program	<input type="checkbox"/>	Select clause
Employment and Mentoring for at Risk Youth	<input type="checkbox"/>	Select clause
Alternative to Custody		
Conferences - YCJA	<input type="checkbox"/>	Select clause
Extrajudicial Measures	<input type="checkbox"/>	Select clause
Extrajudicial Sanctions	<input type="checkbox"/>	Select clause
Non-Residential Attendance Centres	<input type="checkbox"/>	Select clause
Restorative Justice	<input type="checkbox"/>	Select clause
Youth In Policing Initiative	<input type="checkbox"/>	Select clause
Youth In Policing Initiative - After School	<input type="checkbox"/>	Select clause
Community Partnerships		
Community Partnerships	<input type="checkbox"/>	Select clause
Reintegration and Supportive Services		
Anger Management	<input type="checkbox"/>	Select clause
Employment/Lifeskills	<input type="checkbox"/>	Select clause
Housing Support	<input type="checkbox"/>	Select clause
Reintegration and Supportive Services Other	<input type="checkbox"/>	Select clause
Strategy to Support Gang Involved Youth In Custody/Detention	<input type="checkbox"/>	Select clause
Substance Abuse	<input type="checkbox"/>	Select clause
YJSD Directed Counselling	<input type="checkbox"/>	Select clause
Mental Health and Specialized Services		
Mental Health/Specialized Programming - Other	<input type="checkbox"/>	Select clause
Medical, Psychological Report (Article 34)	<input type="checkbox"/>	Select clause
Intensive Support and Supervision Program (ISSP)	<input type="checkbox"/>	Select clause
Community Support Teams	<input type="checkbox"/>	Select clause
Youth Mental Health Court Worker Program	<input type="checkbox"/>	Select clause
Intensive Rehabilitative Custody and Supervision Order (IRCS) Program	<input type="checkbox"/>	Select clause
Aboriginal Services		
Aboriginal Restorative Justice Initiatives	<input type="checkbox"/>	Select clause
Aboriginal Extrajudicial Measures (EJM) (YCJA sec. 4)	<input type="checkbox"/>	Select clause
Aboriginal Extrajudicial Sanctions (EJS) Program (YCJA sec. 10)	<input type="checkbox"/>	Select clause
Aboriginal Attendance Centre	<input type="checkbox"/>	Select clause
Aboriginal Community Service Order/Personal Service Order (CSO/PSO) (YCJA 42(2) (h) (i))	<input type="checkbox"/>	Select clause
Aboriginal Reintegration and Supportive Services	<input type="checkbox"/>	Select clause
Aboriginal Probation Services	<input type="checkbox"/>	Select clause
Aboriginal Community Workers	<input type="checkbox"/>	Select clause
Custody & Detention		
Open Detention & Open Custody	<input type="checkbox"/>	Select clause
Secure Detention & Secure Custody	<input type="checkbox"/>	Select clause
Child and Youth Secure Treatment	<input type="checkbox"/>	Select clause

Ministry of Children and Youth Services (MCYS)		
List of Services	Select service (s) offered by your agency	Select the clause that applies
Ontario Youth Action Plan		
Gang Prevention / Intervention Programs	<input type="checkbox"/>	Select clause
Restorative Justice and Conflict Mediation	<input type="checkbox"/>	Select clause
Stop Now and Plan	<input type="checkbox"/>	Select clause
Youth Justice Family Workers	<input type="checkbox"/>	Select clause
Other		
Volunteer Coordination	<input type="checkbox"/>	Select clause
Detention Placement	<input type="checkbox"/>	Select clause

French Language Services (FLS) Compliance Report for 2016/2017
Service Clause 2

Instructions:
Please complete this report when the service(s) offered by your agency is at Service Clause 2.

ORGANIZATION NAME: City of Hamilton-Ontario Works

SERVICE(S) DELIVERED:

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Active Offer	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. Internal business processes outline expectations which are reinforced by management.	Continue to use French Language service designated bilingual case managers in providing service.
	Is interior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internal signage is currently in place for the offer of French Services at the 1550 Upper James street office. Bilingual instructions posted.	
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exterior sign at entry door identifies our designated French service office.	Exterior signage will be replaced signs as opportunity occurs through moves, damage, etc. (huge cost associated with replacing signs).
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General office line is recorded in English.	Q2-2017. Investigate possible changes to the telephone queue to offer options in French; technical changes are required. City of Hamilton is committed to a review of call handling procedures and will determine how OW calls can be streamlined into one call centre.
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Key sentence is utilized by our intake Unit to redirect applicants to French speaking staff.	
	Are over the counter services available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French speaking client requesting services in French are linked to French speaking staff.	
	Are professional translators used to ensure the quality of translations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Local forms and Brochures are translated by professional service provided through quality assurance and training unit.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See above.	
	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All formal material initiated by MCSS are distributed in French and English. Locally, we have translated two brochurs "How to Apply for OW" and "OW Employment Services" into French.	Continue to utilize MCSS material for public distribution and assess further local brochures for translation.
	Is French correspondence (letters and e-mails) answered in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French correspondence is responded to in French.	
	Is your website available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	City of Hamilton website is only offered in English.	Q4-2016. Investigate adding Google translate to the web site and add links to French Service Providers.
	Are clients aware of available services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clients who identify as French speaking are given the option to be transferred to one of our designated FLS Case Managers.	
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We have 46 identified FLS cases. No formal feedback or survey has been initiated.	Q4-2016. Review FLS services for customer satisfaction.
	Is a formal mechanism in place to identify French-speaking clients at intake?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intake Unit staff warm transfer client to FLS Case Manger to conduct the intake screening.	
	Is intake conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clients choosing to receive services in French are booked with the designated FLS Case Manager.	
Is assessment conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clients choosing to receive services in French have their full intake interview and subsequent assessment completed in French.		
	Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Local forms and letters are translated upon request. In addition, we have translated two brochurs "How to Apply for OW" and "OW Employment Services" into French	Continue to translate documents upon request.
	Are services provided at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All bilingual staff has been tested for advanced proficiency in French language (both written and verbal). The French language staff has achieved advanced status in written and verbal French.	
Accountability Mechanisms and Management Practices	Do you have an adequate number of positions responsible for the provision of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Two bilingual Case Managers for full service: responsible for full service in French. Current caseload of French participants is 46 cases.	Increase French services by seeking a qualified bilingual Employment counsellor, Intake Unit Staff and receptionist through attrition.
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All bilingual staff has been tested for advanced proficiency in French language (both written and verbal). The French language staff has achieved advanced status in written and verbal French.	
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All complaints are directed to managers for review, response and logging. Bilingual Manager assigned responsibility of reviewing complaints received in French and to provide response.	
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual requirement is part of training curriculum for all staff.	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French Language Services (CS11038) report outlining plans was presented and accepted by Council in April 2011.	
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As City of Hamilton staff we are bound to utilize the corporate Performance Accountability and Development Tool. This tool is generic to all City staff and does not include FLS.	Continue to comply with our corporate mandate for performance reviews.
	Is FLS included in performance appraisals of management?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See above.	See above.
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internal Business Process developed and implemented. Available on the intranet for all staff. Program Manager in OW coordinates a French Language Service Internal Working Group to maintain regular updates on the status of the FLS work plans for Human Services (Housing and Child Care) delivered by the City of Hamilton.	
Are the most appropriate positions identified as requiring bilingual staff to ensure <u>quality</u> and <u>permanency</u> of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have identified bilingual positions in the Intake Unit, case management and employment services. These essentially cover the life cycle of an OW case.		
Is FLS a standing item in management and team meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	FLS is discussed regularly for teams that hold the responsibility for FLS at our designated office.	Q2-2016 Send reminder to other OW office sites to review FLS referral process to our FLS designated office for service	
Actively Promote Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual Case complete outreach with French service providers which include Centre De Santé and College Boreal.	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Available upon request.	Continue to have FLS staff attend OW initiated public forums.
	Are separate French consultations organized when applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Available upon request.	
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual Manager assigned responsibility of reviewing complaints received, to provide response and consider for future planning and development of services.	

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Program Supervisor(s) Comments