

Risk	Mitigation Strategies
<b>Inconsistent application of service delivery guidelines across network service provider organizations.</b>	CTN formed a network capacity assessment working group who identified opportunities for equitable service delivery across programs, geography and service provider organizations by reviewing service agreements and service description schedules. New agreements will be established in 2024/25. An Augmentative Communication Consultation Services (ACCS) working group has been established to ensure consistent service delivery practices across providers and geography in this program.
<b>Appropriate oversight and accountability during growth and service expansion</b>	CTN human resources needs have been met and a hybrid work model has been implemented. Information technology modernization focused on enhancements to firewalls, CTN's automated reporting tool, server infrastructure, and regular phishing and cybersecurity training. These measures help to further enhance security, protect against potential threats and reduce the risks related to IT infrastructure. CTN has established revised network agreements and will continue to implement into next fiscal year.
<b>Health Human Resource Recruitment and Retention</b>	CTN supported mitigation strategies for contracted service provider organizations to successfully recruit and retain human resources that are integral to the delivery of the services to kids, youth and their families. The health human resource shortage posed a challenge across the province.
<b>Service Disruption as a result of pandemic-related public health, partner agency and school board requirements</b>	To mitigate pandemic impacts on service, protocols are in place to guide in person service delivery during the pandemic which include, self-assessment when symptomatic, public health guidance on how to manage illness and exposure, enhanced cleaning, point of care risk assessment, and use of personal protective equipment. Service providers worked to maximize service delivery flexibly and virtual service delivery is now well established. Current drivers related to service delivery variances are a result of health human resource shortages.
<b>Critical incidents and Non-compliance with Health &amp; Safety Regulation</b>	CTN maintained a 100% inspection completion rate for all sites with no recommendations. New employee required education was completed and documented. Annual workplace violence and harassment training was conducted with 100% completion. Joint Health and Safety Committee met on a monthly basis, meeting and/or exceeding the legislative requirement for quarterly meetings.