Children's Treatment Network

Discussion of Risks Impacting Performance and Mitigating Strategies - March 31, 2026

Area of Risk	Mitigation Strategies
Data availability and quality issues related to the transition to a new shared client record (SCR)	CTN successfully completed the transition from its legacy client record system to a new shared platform. Key data and reporting issues identified during implementation have been addressed. Ongoing efforts focus on strengthening data quality through standardized processes, continuous monitoring, and collaboration with Service Provider Organizations (SPOs) to support accurate reporting, informed decision-making, and effective service delivery.
Significant increase to clients and family wait times for service delivery	Referral numbers continue to increase for most programs. CTN has continued with a multi-pronged long-term approach to address the increasing waitlist that includes adhering to the "Preschool Speech and Language and Children's Rehabilitation Services Guidelines" to adapt service delivery to increase efficiency, without decreasing quality. This includes a number of strategies such as increased family coaching, increased tiered service options, including online videos, and family handouts and more efficient service delivery models, including admin-based clinic models.
Critical incidents and Non-compliance with Health & Safety Regulations	CTN is in full compliance. All sites were inspected and maintained. The Joint Health and Safety Committee has exceeded legislative requirements of quarterly meetings. All required trainings were conducted including new employee mandatory education and annual workplace violence and harassment training with 100% completion.