



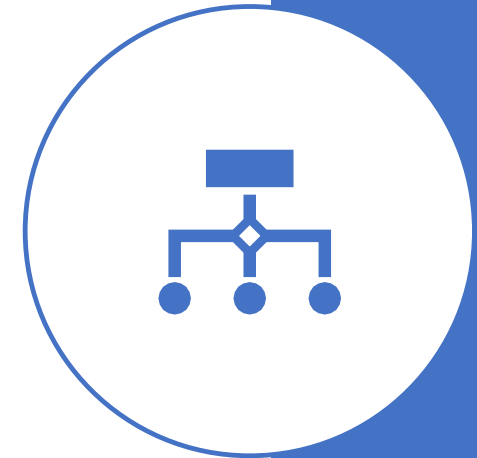
John Howard Society of Canada

CBSA Program Monthly Meeting

November 21, 2019

Recording

- This meeting will be recorded for sharing with your team
- The slides will be circulated
- A link will be provided early next week



Introductions

- Please introduce yourself and state your role in the CBSA program
- How long you have been involved in the CBSA program?
- Type name and email of the lead contact for operational issues in the chat window

A bit about me...

- New to CBSA but not new to JHS
- Background in business and administration, HR
- Specialized in Charitable and Nonprofit sector

My Role...

- Your point of contact for all things CBSA – everything other than specific case information should channel through me
- Liaison with CBSA HQ

CBSA Regions

- **Pacific:** BC & Yukon
- **Prairies:** AB, SK, MB and NWT
- **Northern Ontario Region (NOR):** Nunavut to the Manitoba border to the Quebec border (including Ottawa) and the outskirts of Metropolitan Toronto
- **Greater Toronto Region:** Metropolitan Toronto
- **Southern Ontario Region (SOR):** Area south of Metropolitan Toronto to the US border
- **Quebec**
- **Atlantic:** Newfoundland and Labrador, Nova Scotia, New Brunswick and PEI



Regional Generic CLO Mailboxes

Region	General CLO Mailbox
NHQ	CBSA.Alternatives to Detention-Solutions de rechange de detentions.ASFC@cbsa-asfc.gc.ca
Pacific Region/Région Pacifique	CBSAFPACDistCLO/ASFCFPACDistALC@cra-arc.gc.ca
Prairie Region/Région Prairies	CBSA.EIODPRACLO-ALCPRADELR.ASFC@CBSA-ASFC.GC.CA
Greater Toronto Region/Région Grand Toronto	CBSA.GTAREIODCommunityLiaisonofficer-RGTDELRAgentdeliaisonaveclacollectivite.ASFC@cbsa-asfc.gc.ca
Northern Ontario Region/Région Nord de l'Ontario	CBSA.CLO-ADT-ALC-SRD.ASFC@CBSA-ASFC.gc.ca
Southern Ontario Region/Région Sud de l'Ontario	CBSA.SORCLO-RSOALC.ASFC@CBSA-ASFC.gc.ca
Quebec Region/Région Québec	31HSRDATDG@cbsa-asfc.gc.ca
Atlantic Region/Région Atlantique	CBSA.ATL.CLO-ALC.ASFC@cbsa-asfc.gc.ca

Information repository

- <http://www.johnhoward.ca/login>
- New forms posted
 - Updated funding request form
 - Monthly report template
 - Travel expense form
 - Approved external communications
- Forum for sharing also



Requests for Funding

- There is a new form. PLEASE make sure to get it
 - Includes UIN and request number
 - Send as a PDF, but not a scan!
 - Not necessary to Zip if you do not include names
- Send to CLO's at the same time as you send to me

Monthly Report

- Stats are important
- CAMS should do statistical capture
- Parallel process for a while to ensure nothing is missed

Community Case Management and Supervision 2019-20

Service Provider:

The John Howard Society of ???

1 Number of new individuals referred to the Contractor

2 Number of individuals denied for participation into CCMS by the Contractor

3 Number of new individuals enrolled by level of intervention

· Low intervention programming

· Medium intervention

· High intervention programming

4 Number of new individuals who were de-escalated from one level of intervention to another :

· High intervention to medium intervention

· Medium intervention to low intervention

5 Number of individuals who were escalated from one level to another:

· Low intervention to medium intervention

· Medium intervention to high intervention

· Low intervention to high intervention

6 Number of new individuals with a case closed

· Low intervention

· Medium intervention

· High intervention

7 Number of individuals for whom supervisory services were withdrawn

8 Number of individuals who failed to comply with CCMS conditions

9 Number of new individuals who absconded from CCMS

10 Number of new individuals who received services within each category below:

· Compliance monitoring;

· Linkages to health support;

· Mental health assistance;

· Addiction & substance abuse counselling and support;

· Information related to housing and employment; and

· Information related to child-related or family needs.

· Mandatory Residency

Total for each category (sum each column)	-	-	-	-	-	-	-
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Calculate Reimbursement:

This periods claim of km's	-	X \$0.50 =	-	
		Total other travel costs: \$	-	Employee Signature: _____
				Date: _____
		Total Reimbursement: \$	-	Approval Signature: _____
				Date: _____

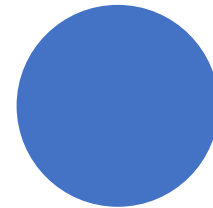
Must insert the
mileage rate based
on the policy of your
affiliate

CAMS

- Deletion of files after one year out of service – I will send request through CAMS on anniversary of closure
- Legal status – start using if not using
 - Located under Other Client Information section
- <https://jhscanada.camsonline.ca/login.html>
- Help sheets on information repository website

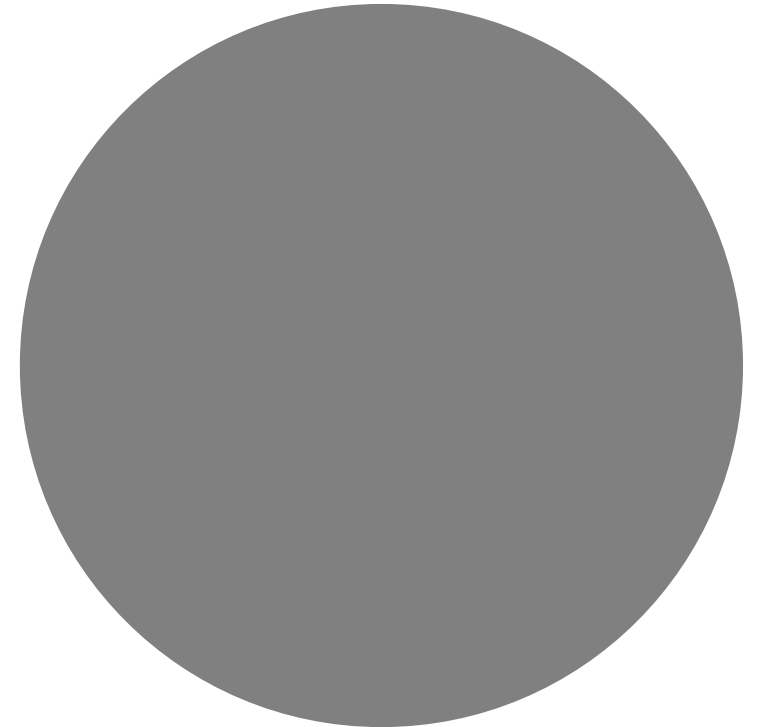
- AGM reports, websites, media requests etc
- Must use language that has been approved by the CBSA in advance
- Use pre-approved releases instead
 - Inform Rhea about how and when you intend to use them

External Communications



- Due date – 7th of the month
- Receipts
 - Don't black out info
 - Please ensure the receipt is submitted with invoice
- Travel record form
- Assessment costs for per diem sites

Invoicing



Caseworker/Residential Worker Training

- Teleconference training will be provided December 2
 - Time TBD
- Part of training focused only on caseworkers, another part for workers in residential settings
- Priority for newer sites (London, Moncton, Niagra, Windsor, Atlantic Region) however will try to accommodate all requests
 - Email Rhea to reserve a spot
 - If it appears we will require a second training, we will make that happen



Interim Federal Health Program Information

- <https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/eligibility.html>
- Questions or concerns about eligibility? Email Rhea
- [Basic Coverage \(PDF, 67.7 KB\)](#)
- [Supplemental Coverage \(PDF, 515 KB\)](#)
- [IME and IME Tests \(PDF, 174 KB\)](#)
- [Dental Benefit Grid \(PDF, 142 KB\)](#)
- [Prescription Drug Coverage \(PDF, 129 KB\)](#)

Benefits Finder

- <https://srv138.services.gc.ca/daf/s/a15d4efa-3ed5-436c-bd56-f505e673ea4f?GoCTemplateCulture=en-CA>

Working with CLOs



Always conducting an interview
and complete the assessment
process for referrals



Workers can ask CLO to see the
file!

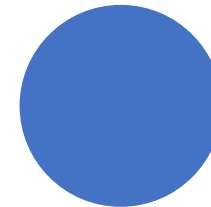


Meet your CLOs regularly.
Attend the hearings if possible.

- What do you need to know about?
- How can we get value from these meetings?

- Can we move to Wednesdays?
- December 18th or 19th at 1pm
- Schedule for next 6 months

Next Meeting



Homework

- Get to know you survey
- Environmental scan
 - Housing and Employment
 - Mental Health
 - Health
 - Child and family
 - Addiction