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2026 REPORT OF THE AUDITOR GENERAL OF CANADA TO THE LEGISLATIVE ASSEMBLY OF NUNAVUT

Foster Care in Nunavut

Office of the Auditor General of Canada
Bureau du vérificateur général du Canada

INDEPENDENT AUDITOR'S REPORT

Cette publication est également offerte en français et en Inuktitut.

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At a Glance

Overall message

For more than a decade, our audits have raised concerns about whether vulnerable children in Nunavut are receiving the protection and support they need. In 2023, we described the child and family services system as being in crisis. Our 2025 follow-up found that the Department of Family Services had begun taking action, but substantial work remained before those efforts would translate into better services and outcomes for children.

This audit looked more closely at foster care—and found that many of the fundamental weaknesses we identified previously remain. When children are removed from their homes and placed in foster care for their protection, the department takes on responsibility for their safety and well-being. Yet, the department still could not consistently demonstrate that the basic safeguards intended to protect those children were being followed.

One of the safeguards is regular contact with a child once they are in care. In more than 90% of the files we reviewed, there was no evidence that the required monthly contact with children or foster caregivers had been maintained. In 5 cases, there was no documented contact with a child for more than a year, including 1 gap of more than 17 months. Required screening and monitoring of foster homes were also frequently incomplete or missing, and the department still did not have a single reliable source of information about all children in foster care and their placements. Without these basic safeguards, the department could not consistently assure itself that children in foster care were safe and that their needs were being met.

The department also relies on foster caregivers to give children stability, safety, and day-to-day care, but it did not consistently give caregivers what they needed to do that effectively. Some caregivers were caring for children without important information about their health, family, or trauma history. In addition, there was no onboarding process for new caregivers, training was infrequent, and the caregiver manual had not been updated in more than 10 years. Financial support to caregivers was generally timely, but we also found significant payment errors and, for some new caregivers, lengthy delays before they began receiving support.

The department has introduced plans and initiatives intended to improve child and family services. But after years of recurring concerns, what matters now is whether those efforts result in sustained improvements in the frontline services that children and foster caregivers depend on. The department needs to put in place supports that are consistently delivered so that children placed in its care receive the care and protection they need.

Key facts and findings



- The department continued to rely on a manually compiled list of children in care because its electronic records did not provide reliable information. This meant the department did not have a single reliable source of information on how many children were in care or where they were placed, affecting both child safety and service delivery planning.
- The Department of Family Services completed only 52% of home studies—which evaluate whether a new foster home is safe for the child—prior to the placement of the child.
- The department's annual reviews of foster homes to verify that the homes remained safe for children were missing or not completed by the department in 62% of cases reviewed.
- In 32 of 44 children's files we reviewed, the department did not provide caregivers with important and required information about the child placed in their care, such as health, family, or trauma history.

See **Recommendations and Responses** at the end of this report.

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Introduction

Background

Previous audit reports

1. Children have a right to be protected from physical and emotional harm. A complex range of issues—such as family violence, food insecurity, substance misuse, and intergenerational trauma resulting from colonialism—can put the safety and well-being of children in Nunavut at risk, particularly Inuit.

2. When parents are unable to meet their children's needs and provide them with a safe environment, the Government of Nunavut can remove the children from their home and place them in a foster home. In some cases, parents can voluntarily place their children in foster care. Foster caregivers are the adults in a foster home responsible for providing stable and safe environments for children or youth.

3. Since 2011, the Auditor General of Canada has released several audit reports on child and family services in Nunavut. In May 2023, the Auditor General released an audit report that concluded that the Department of Family Services had consistently failed to take action to protect and support the well-being of vulnerable children, youth, and their families in accordance with legislation, policy, and program requirements.

4. The 2023 audit found significant deficiencies in all areas of responsibility for the Department of Family Services, including monitoring of children in foster care and oversight and screening of foster homes. The audit also highlighted several root causes that contributed to this persistent and chronic crisis such as staffing issues, insufficient staff training, lack of housing and office space, and poor information management. At the time, no recommendations were made because the recommendations made in previous audit reports remained unaddressed and continued to provide a basis for improvement.

5. Following the release of the 2023 audit report, the Auditor General committed to providing regular updates on the department's progress to the Legislative Assembly of Nunavut. In March 2025, the Office of the Auditor General of Canada released a follow-up report that examined actions taken and progress achieved by the department between May 2023 and October 2024 to address issues highlighted in the 2023 report. The 2025 follow-up

audit concluded that the department had not made progress toward improving services to children. However, the report noted that the department had undertaken initial actions in areas such as service capacity, training, and information management as part of its Ilagiitsiarniq Family Wellness Strategic Framework 2023–2028. Given the significance of the root causes identified in 2023 and the ongoing nature of the department's initiatives to address the related deficiencies, the 2025 audit did not include an examination of the department's handling of specific cases as more time was needed following the 2023 audit for meaningful changes in results.

Foster care in Nunavut

6. As of March 31, 2026, there were approximately 400 children in Nunavut receiving protective services, with about 260 of them placed outside of the family home within the territory. A child up to the age of 16 and a youth aged 16 and up to 19—collectively referred to as children—can be placed outside of the family home by the parents or by the department. In some cases, children will be placed with extended family, such as grandparents, aunts and uncles, or siblings who have reached the age of majority. In other cases, the children may be placed in foster care with foster caregivers who may have no biological or other familial ties with them.

7. Removing children from their homes and placing them with extended family or unfamiliar caregivers in foster care is done in exceptional situations to safeguard the children's mental and physical well-being. In placing such children in foster care, the department assumes responsibility for providing a safe environment for them and must follow standards of care in line with legislative and policy requirements. The department must also make decisions that respect Inuit societal values, including Pijitsirniq, which means "serving and providing for family or community, or both," and Inunguqsainiq, which means "nurturing or raising an individual to be a productive member of society" as stated in the Child and Family Services Act.

8. The 2023 audit report highlighted a number of concerns regarding the department's monitoring and oversight of foster homes:

- The department could not confirm the accuracy of the number of children placed in foster homes in the territory.
- There was a lack of evidence of check-ins by the department with any of the children in foster homes or with the foster caregivers as required by departmental standards.
- The department did not thoroughly screen new foster homes or carry out reviews of existing foster homes as required by departmental standards.

The 2023 audit did not examine whether financial or other support was provided to foster caregivers.

Roles and responsibilities

9. **Department of Family Services.** Under the Child and Family Services Act, the department is responsible for the overall management of the child and family services system and for ensuring that children are protected from abuse, harm, and neglect. As noted in the act, in specific circumstances, the department also has many of the rights and responsibilities of a parent for the children in its custody and care, including providing safe homes for children to live in. The department also has the responsibility for visiting children and inspecting foster homes, which it delegates to community social services workers, who are employees of the department. The department also sets out minimum standards that must be met to fulfill its obligations under the act.

Focus of the audit

10. This audit focused on whether the Department of Family Services provided timely and effective foster care services within the territory to protect and support the safety and well-being of children in accordance with relevant legislation, policies, standards, and procedures.

11. Given the persistent lack of progress found in our past audit reports on child and family services in the territory, this follow-up audit is important because it provides an update on the delivery of child and family services provided by the department. It also provides a deeper examination of the current state of foster care services across the territory and how that impacts the safety of children and foster caregivers.

12. More details about the audit objective, scope, approach, and criteria are in **About the Audit** at the end of this report.

Findings and Recommendations

The Department of Family Services did not meet key requirements to protect and support children in foster care

Why this finding matters

13. This finding matters because the removal of children from a home increases the risk of long-term emotional and psychological consequences for children, and it may lead to them being separated from their culture. To mitigate this risk, the department is expected to provide an environment that is safer than the one from which the children were removed.

The department did not maintain required monthly contact with children placed in foster homes

Context

14. For all children placed in foster homes, community social services workers must meet minimum contact standards set by the department for monthly in-person meetings with the children and foster caregivers. Timely and regular contact is critical as it allows the community social services workers to assess whether the support and services being provided are meeting the safety and well-being needs of the children, and it assists the workers in making informed decisions or plans about the care and support that is needed.

Findings

15. We used a sampling approach to review 2 samples—1 for foster home files and 1 for children placed in care—to assess whether the minimum contact standards were met by the department. We used representative sampling to review 40 foster home files. We also used a random sample to review 44 files of children placed in the care of a foster caregiver from our representative sample of foster homes.

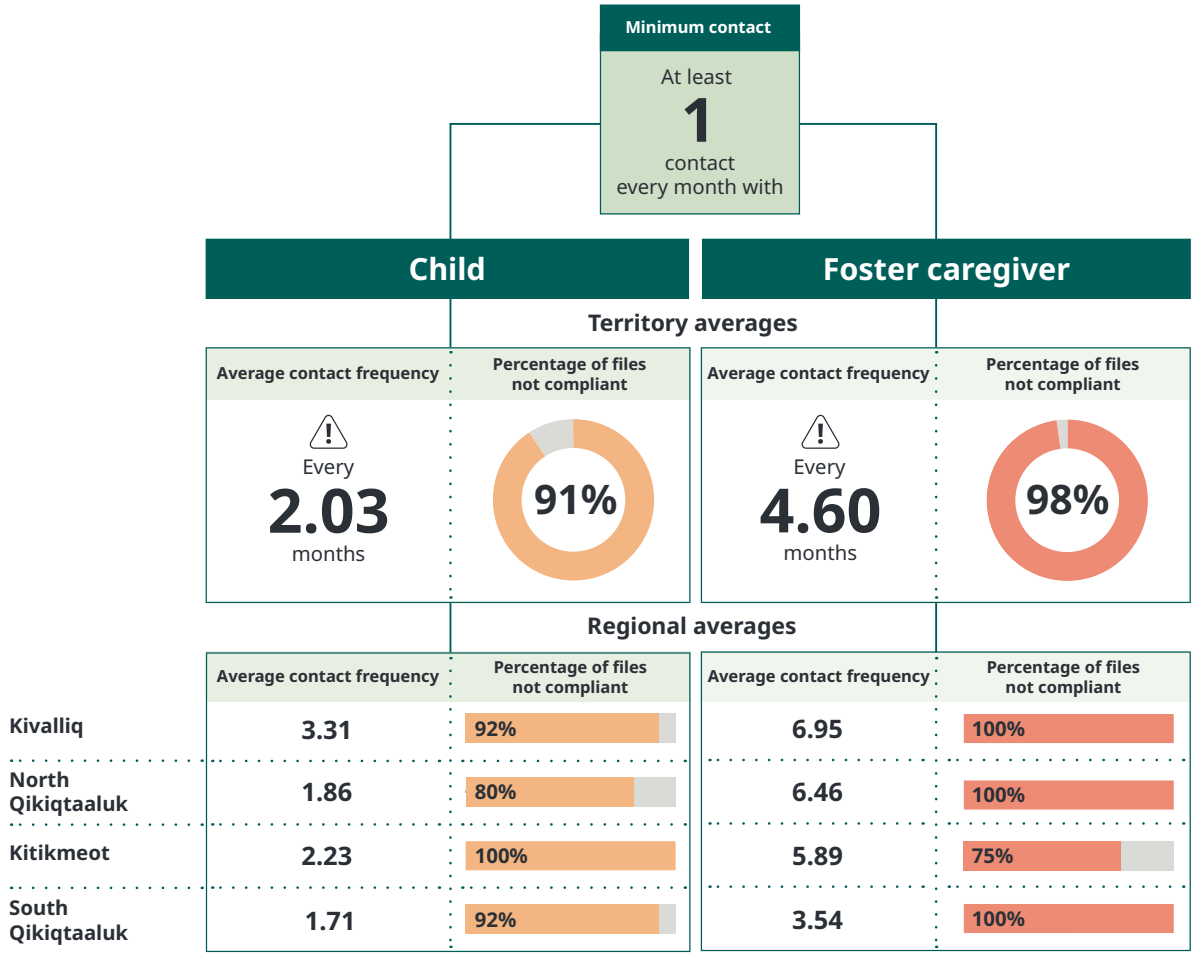
16. We found that the department did not have documented evidence in its information system (Matrix) for the files we reviewed to demonstrate that it met the monthly minimum contact requirements with foster caregivers or with children (Exhibit 1).

Similarly to the findings in our 2023 audit report, we found that the department had no evidence of contact with the children for extended periods, including

- 5 instances where there was no contact with a child or youth for over 12 months, with 1 period being over 17 months long
- 10 instances where no contact was made with a child or youth for a period between 6 to 12 months
- 22 instances where no contact was made with a child or youth for a period between 2 to 6 months

As minimum contact standards were consistently not being followed, the department did not know whether children were safe or whether their physical, mental, and emotional needs were being met.

Exhibit 1—The department did not meet the required standard for minimum monthly in-person contact with children or foster caregivers in the territory in the files reviewed



* Minimum contact requirements stipulate that contact must be in person.

Source: Based on information from the Department of Family Services

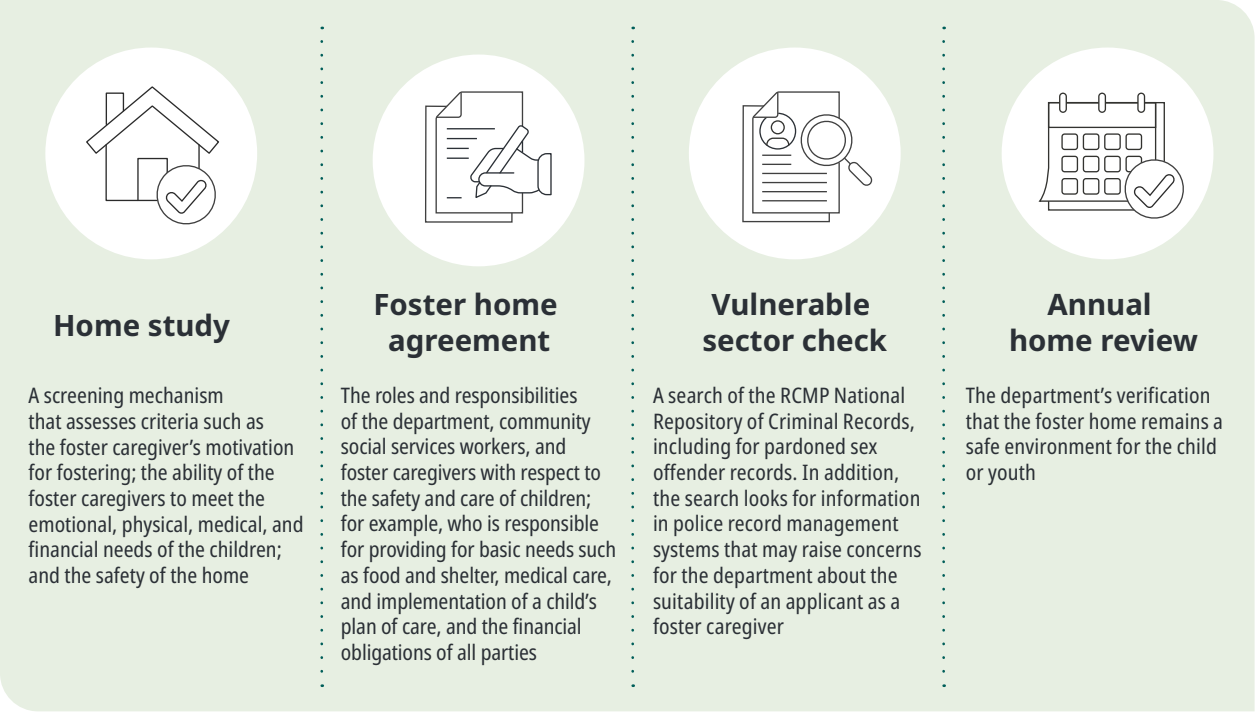
Read the Exhibit 1 text description

Approval and monitoring of foster homes did not meet standards

Context

17. The Child and Family Services Standards and Procedures Manual sets out the minimum standards the department must meet to fulfill its obligations to protect children under the Child and Family Services Act, including the standards related to foster homes. Foster homes need to be approved by the department before children are placed in foster care. The standards define what actions must be completed prior to approving a foster home, such as completing home studies and vulnerable sector checks for all adults living in the home and the ongoing monitoring that must take place. Key actions are described in Exhibit 2.

Exhibit 2—Key actions the Department of Family Services must take when approving and monitoring foster homes to meet minimum standards



Source: Based on information from the Department of Family Services and the Royal Canadian Mounted Police

Read the Exhibit 2 text description

Findings

18. We used the same representative sample described in paragraph 15 to review 40 foster home files to assess the department's compliance with standards for the screening and approval of new foster homes and the ongoing monitoring of existing foster homes for safety. Of this sample, 19 homes had been opened and a child placed in foster care prior to our audit period and the remaining 21 were new foster homes opened during our audit period.

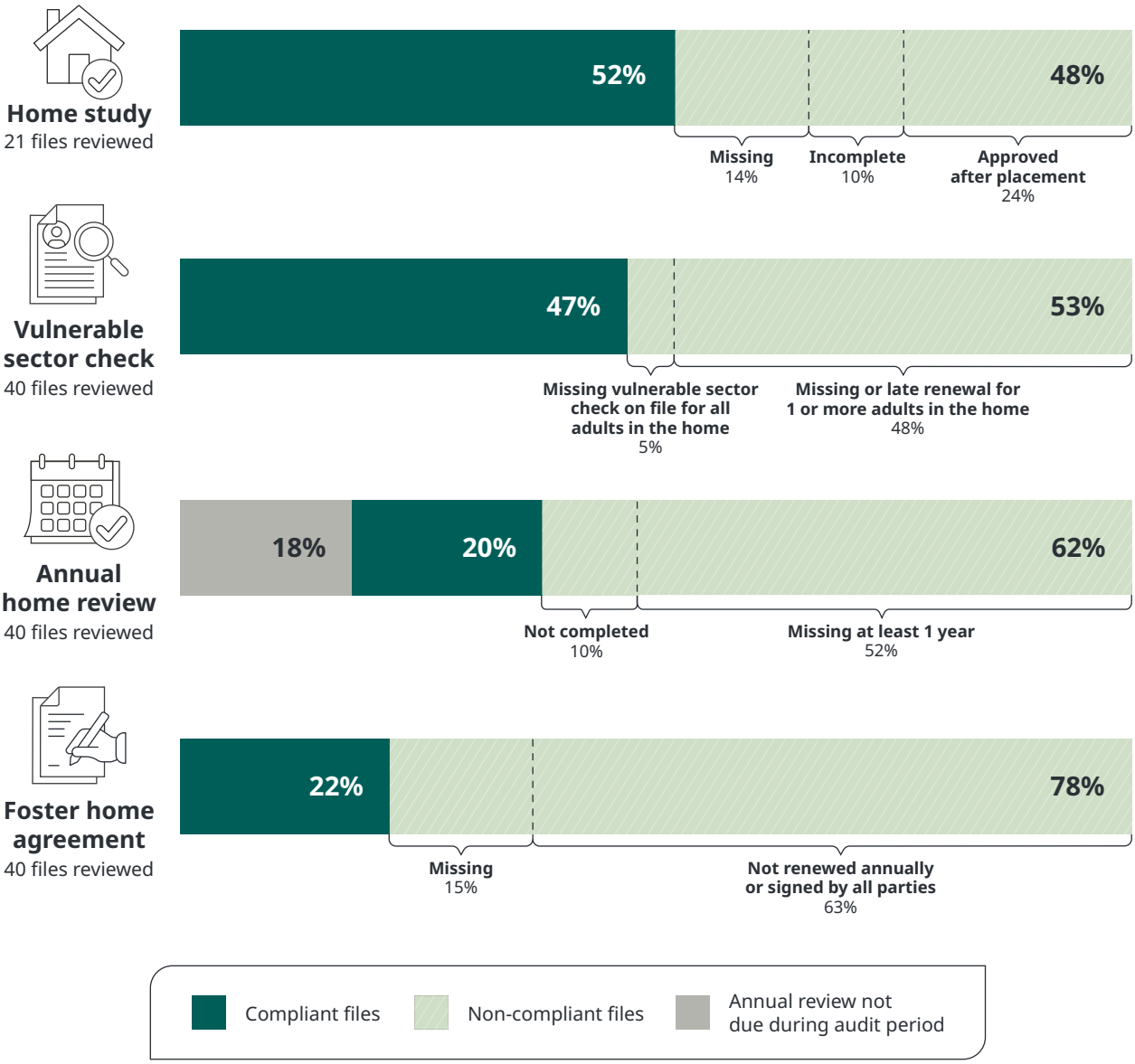
19. We found that for 5 of 21 foster homes opened during our audit period and with whom children had been placed, the home studies that are required to be completed before a new foster home can be approved for placement were either missing from the file or were incomplete (see Exhibit 3). In another 5 cases, the home studies were only completed after placement. This is concerning given the importance of home studies for providing a safe environment for children and youth.

20. We also found that for 21 of the 40 (53%) foster home files that we examined, the vulnerable sector checks were either missing for all or some of the adults in the household or the renewals were late (Exhibit 3). Failure to complete vulnerable sector checks for all adults living in foster homes puts children at risk of being exposed to individuals who may cause them harm.

21. With respect to annual home reviews, we found that 7 of the 40 foster home files we reviewed were new homes not yet due for an annual review during our audit period. Of the remaining 33 files, we found that only 8 had annual reviews completed as required (Exhibit 3). Although 25 of the 33 files were incomplete or lacked sufficient annual reviews for the full audit period, we noted that two thirds of those deficient files (17 of the 25) had an annual review that was completed in the previous year. Failure to complete the annual home reviews leaves the department without up-to-date information on the safety and needs of children in care. For example, we found that in 3 of the 17 files, safety concerns were raised by the department that otherwise may have gone unnoticed had the reviews not been completed.

22. In addition, we found that 31 of the 40 (78%) foster home files we examined were missing a signed foster home agreement or the foster home agreement had not been renewed annually and signed by all parties. This increases the risk that foster caregivers do not understand their entitlements or their obligations to help keep children safe.

Exhibit 3—The department did not take the required steps to ensure the safety of foster homes in most cases



Source: Based on information from the Department of Family Services

Read the Exhibit 3 text description

The department did not have complete, accurate, and up-to-date information on all children placed in foster homes

Context

23. In the 2023 audit report on child and family services, we determined that the department did not have accurate information on the number of children in foster care in Nunavut. Furthermore, because of the absence of required check-ins with children in foster care, the department was unaware of the whereabouts of some children.

24. We reported in our 2025 follow-up audit report that the department had launched a new information management system—Matrix—at the end of November 2023. This represented a significant modernization initiative for the department. At the time of our report, we found that Matrix was not yet being used by all community social services workers to record and manage their work. As a result, a manually compiled list of children in care was maintained by the department.

Findings

25. We found that the department continued to rely on a manually compiled list of children in care as the most accurate source of reporting information instead of its new case management software, Matrix, because employees had not yet fully adopted Matrix or achieved proficiency in using the system.

26. We found that the department had implemented a monthly reconciliation process that matched information from its manually maintained list of children in care with information included in Matrix. However, we found that the reconciliation process did not always catch inconsistencies between the children-in-care list and Matrix, resulting in unreliable reporting. For example, on the March 31, 2026, children-in-care list:

- we found 4 instances where the child's foster home placement on the list contradicted the information in Matrix
- we found 1 instance where a child was included in Matrix but omitted from the children-in-care list and another where the child was included in the children-in-care list but omitted in Matrix

27. We found that many of these inconsistencies stemmed from errors in Matrix caused by delays in inputting information by community social services workers or a lack of understanding of how to document information in Matrix. The root cause of these realities continued to be a lack of staff capacity and chronic turnover challenges faced by the department.

28. Since Matrix is not yet a reliable source of information, the department continued to rely on manual processes and lists for monitoring and reporting purposes, which is inefficient and increases the risk of human error. It is critical that information on children in care is accurate and reliable, as the department needs this information to effectively plan for capacity needs and budgeting purposes. In addition, the department needs this information to assess whether there are risks to the safety of children in foster care, and this information is important in legal proceedings where safety outcomes for children are considered. The department is also required under the Child and Family Services Regulations to report annually on statistics relating to children in care, such as children placed in the temporary or permanent custody of the Director under Part I of the Child and Family Services Act.

The department did not have complete, accurate, and up-to-date information on all foster caregivers

Findings

29. We found that the department relied on a manually compiled list of foster caregivers as the most accurate source of reporting information instead of its new case management software, Matrix. This list included approved extended family foster caregivers and foster caregivers with no familial ties to the children who were available to have children placed in their care. We performed a series of tests to determine the completeness, accuracy, and timeliness of the updates to the list and found several inconsistencies and errors.

30. For example, during our site visits to 6 communities, we identified a foster caregiver with a child placed in their care who was not on the list of foster caregivers. The department explained that the foster caregiver had not yet been approved and therefore did not appear on the list. We verified whether a home study, vulnerable sector check, and signed foster home agreement had been completed prior to the child being placed in their care and found that the vulnerable sector check had been completed, but the home study was only approved after a child was placed, and there was no foster home agreement on file. In addition, we found that there were no recorded placements of children in Matrix despite that the foster caregiver informed us that they had a child in their care and despite that we found evidence of financial support payments being made to the foster caregiver.

31. We also compared a random sample of information on payment reports with placement information on the children-in-care list to identify any anomalies. We found a case where payments

were made to a foster caregiver who did not appear on the list of approved foster caregivers for 2 children who were listed as being with different foster caregivers on the children-in-care list. We verified whether a home study, vulnerable sector check, and signed foster home agreement had been completed prior to the children being placed in the care of the foster caregiver and found that none had been completed.

32. We also conducted data reliability tests to compare the accuracy of standard identifiers used across lists and in Matrix and identify possible errors in completeness. We found numerous cases where the foster caregiver's name was documented differently in one list compared with the other, which made it difficult to reconcile the lists for completeness. We also found that a foster caregiver was included on the list of approved foster caregivers in error as they were located out of territory but incorrectly documented as in territory. Out-of-territory foster caregivers are managed by a different team in the department. These inconsistencies and errors impact the department's ability to reliably know where children are placed and what the available capacity of foster caregivers is and its ability to support its network of foster caregivers.

Recommendation

33. The Department of Family Services should focus its efforts on making information in Matrix (its information system) accurate and up to date so that it is the single source of reliable information.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

The department did not provide foster caregivers with the support needed to provide safe homes for children

Why this finding matters

34. This finding matters because foster caregivers need the knowledge, finances, and emotional capacity required to provide a safe and nurturing environment for children facing challenging circumstances, including parental neglect or abuse. The Department of Family Services is expected to provide foster caregivers with the necessary support and tools to take on this essential role in line with the standards and policies it has established for this.

35. When foster caregivers are well supported, they are more likely to remain willing to take on children in care, and new caregivers are more likely to be recruited. This increases the department's ability to place children in physically and emotionally safe environments and increase stability in placements, which in turn will reduce the risks of further traumatization of children.

Shortcomings identified in providing foster caregivers with timely and accurate financial support

Context

36. Foster caregivers are entitled to foster care support payments that are intended to cover the ongoing cost of providing care to children, including for food, clothing, utilities, and regular wear and tear on the home. There is a daily rate for a child in care and a monthly rate for youth. Payments are based on the number of days a child or youth is in care and do not require any receipts from foster caregivers. Payments are made twice a month.

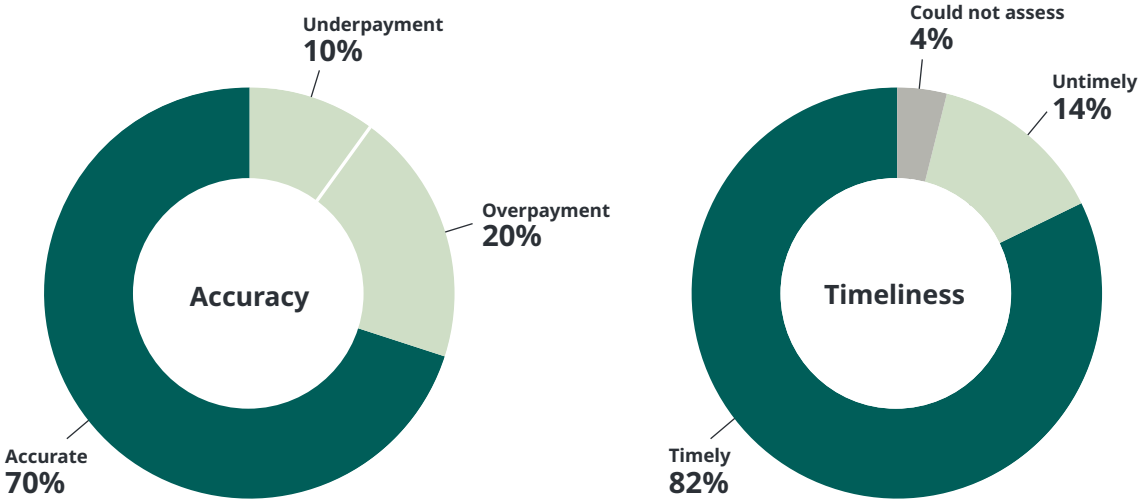
37. In addition to foster care support payments, foster caregivers may be eligible to receive additional financial support to cover periodic expenses. These periodic expenses include items such as snowsuits and winter boots, a car seat or crib for newly placed infants in foster care, or child care expenses. To be reimbursed for these expenses, caregivers must provide receipts.

38. In the 2025–26 fiscal year, the department spent approximately $9 million in foster care support payments and additional financial support for foster caregivers. The majority of transactions are for foster care support payments that caregivers receive for each child or youth in their care. Late or inaccurate payments can lead to significant financial hardship for foster caregivers and impact their ability to provide for basic needs and a safe environment for the children in their care.

Findings

39. We used representative sampling to review the accuracy of 51 payment transactions to foster caregivers. We found that 36 of 51 transactions (70%) were accurate (Exhibit 4). Of the 15 of 51 transactions (30%) that were inaccurate, 5 of 15 were underpayments for amounts ranging from $7 to $766. Of the 10 transactions that were overpayments, the amounts ranged from $7 to $992.

Exhibit 4—Payments to foster caregivers were mostly accurate and timely with some shortcomings identified



Source: Based on information from the Department of Family Services

Read the Exhibit 4 text description

40. We identified overpayments in cases where the department made an error or could not provide evidence to support the transaction. For 4 of the 10 cases, we could not verify the placement of the child or youth through documentation provided by the department. A deeper examination of our sample population of foster caregivers in Matrix revealed significant gaps in the documentation of placement data, in particular for foster care placements of short durations such as respite care or emergency placements. For example, we found 6 additional instances not included in our sample where payments were made to foster caregivers for which supporting payment documentation did not match placement information in Matrix.

41. In addition, as part of our examination of financial transactions, we identified the following anomalies:

- The department identified a significant underpayment for a foster caregiver in the amount of approximately $100,000. This underpayment accounted for 1 year of unpaid foster support payments for multiple children. While it was rectified before the end of our audit period, more than 400 days had passed since the initial placement of the children before the caregiver was paid in full.
- We identified an undetected underpayment of approximately $10,000 for a foster caregiver. This underpayment represented approximately 1 month of unpaid foster support payments for multiple children. The underpayment had not yet been resolved by the end of our audit period.

42. We also used representative sampling to review the timeliness of 51 payment transactions to foster caregivers. We found that 42 of 51 transactions (82%) were timely (Exhibit 4). The majority of these payments related to the semi-monthly foster care support payments.

43. We found that the department had not established a service standard for onboarding new foster caregivers and setting up their semi-monthly support payments. In addition, there were no service standards with respect to the department's processing time for additional financial support for periodic expenses, such as the purchase of a car seat for an infant in care. In the absence of these standards, we used professional judgment to determine whether a delay before reimbursement or the start of semi-monthly financial support payments was reasonable. We considered any delay greater than 30 days to be unreasonable.

44. In our representative sample of foster home files, there were 12 foster caregivers for whom a child or youth was first placed in their care during our audit period. For 5 foster caregivers, payments were processed within 30 days of the placement. However, we found that for 6 of the 12 foster caregivers, there was a range of 37 to 415 days before their first payment was received. We could not determine whether the first payment was timely for the remaining 1 foster caregiver because of a lack of documentation for the placement date of the child or youth.

Recommendation

45. The Department of Family Services should establish and meet service standards for setting up the support payments for new foster caregivers and for the reimbursement of additional support payments and should communicate these standards to foster caregivers.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Foster caregivers were not provided with equitable financial support

Findings

46. Equity can be assessed in many ways. We focused our examination on whether:

- regional considerations were factored into foster care payment rates to account for differences in the cost of living
- foster care payments reflected differences in the care needed for children with special needs
- policies and directives with respect to financial support were consistently applied across the territory

47. We found that the department established foster care payment rates by zone to reflect differences in the cost of living across communities. However, the monthly rate provided to youth did not differ by zone or region. We also found that the department had not revised the foster care payment rates in more than 5 years, increasing the risk that foster caregivers were not funded to cover the increasing costs associated with caring for children and youth. Although the department had requested and received additional funding for an increase in the foster care payment rates, the policy establishing the rates had not yet been approved by Cabinet by March 31, 2026. After the end of our audit period, the policy was approved on September 2, 2026, with an effective date of April 1, 2026.

48. We found that there were higher foster care payment rates for children with special needs. However, we found that there was no systematic process for community social services workers to follow to identify whether children in care qualified as having special needs. This meant that some children who had special needs may not have been identified by community social services workers, resulting in foster caregivers not receiving the funding available to support the care that these children need.

49. We used representative sampling to review 51 payment transactions to foster caregivers to examine whether policies and directives were applied consistently across the territory. We found inconsistencies where special entitlements were reimbursed at different rates due to differences between policy and tools. For example, allowances for holidays, which are meant to cover the cost of Christmas gifts once a year, were established at $50 per child according to the foster caregiver manual but $100 per child according to the departmental rates of pay. Depending on whether the community social services worker followed the manual or the policy, caregivers received different amounts. The high turnover of community social services workers contributed to an even weaker understanding of policies and tools.

50. During our interviews with foster caregivers, they said their greatest challenges with respect to financial support included:

- too little or outdated information about entitlements for foster caregivers
- a lack of clarity around eligibility to be reimbursed for additional costs, which resulted in caregivers not requesting them at all and missing out on financial support
- a lack of clarity about what foster caregivers were reimbursed for when they did submit receipts to the department, resulting in further confusion regarding eligibility for entitlements

51. These shared experiences were supported by our audit work, which found that:

- there was no comprehensive and consistent list of all policies and standards and the related financial entitlements for foster caregivers. Elements of financial entitlement were spread across different policies, standards, and tools, and a single list of all entitlements and their corresponding rates did not exist.
- in the sample of foster home files that we reviewed, we did not find evidence of funding entitlements being communicated to foster caregivers, for example, via a foster child funding agreement.
- in our sample of foster caregiver payment transactions, there were 6 transactions covering the last 2 weeks of December, a period during which all foster caregivers were eligible to receive holiday allowances. However, we found that holiday allowances were paid to only 2 out of the 6 foster caregivers.
- when foster caregivers received payments, there was no explanation of what they were being paid for, only a direct deposit for a single amount. This meant that if the full amount claimed was not paid, the foster caregivers would not be able to identify the amounts received for different types of support payments because they were included in the same deposit.

Recommendation

52. The Department of Family Services should establish a regular cycle for the review and implementation of its foster caregiver payment rates for sufficiency that considers regional differences and changes to the cost of living.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Recommendation

53. The Department of Family Services should establish clear criteria and roles and responsibilities for identifying whether a child placed in foster care has special needs, including consultation with medical and other professionals as appropriate.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Recommendation

54. The Department of Family Services should review all applicable policies, standards, and tools that determine financial entitlements for foster caregivers, consolidate them into a single comprehensive source, and clearly communicate financial entitlements, including any future updates, to foster caregivers in an accessible and timely way.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Poor communication and information sharing between community social services workers and foster caregivers

Context

55. Good communication is essential to the delivery of foster care services. There are several ways in which communication is established between community social services workers and foster caregivers. The most basic method is through community social services workers' minimum contact with children and foster caregivers. Minimum contact not only allows the community social services workers to verify the safety of the children in care, but also provides an opportunity to communicate with foster caregivers and discuss the child's needs, any changes to their health and development, and any impacts these may have on foster caregivers.

56. In addition, when a child or youth is first placed in a foster home, the department requires the community social services worker to complete a child and youth placement information form. This form contains vital information about the child or youth to be provided to the new caregiver in a new placement. It is to be updated by the community social services worker on an annual basis or prior to any moves.

Findings

57. During our audit, we conducted 22 interviews with foster caregivers. One of the most common concerns raised was a lack of communication between the community social services workers and the foster caregivers. Fifteen of the 22 foster caregivers said poor communication and information sharing negatively impacted their ability to provide a safe environment for the children in their care. For example, according to the foster caregivers:

- They received little or no family, medical, or trauma history about the children placed in their care. This left the caregivers ill-equipped to provide needed medical support or to manage unexpected behaviours from the children placed in their care.
- The length of a child's or youth's stay was not communicated to the foster caregivers, nor was the plan for the return of the children to their biological family or placement with a different foster home. This made it difficult for foster caregivers to plan and manage their household.
- They were not told ahead of time about plans and timing for visits with biological families, nor were they advised about possible emotional reactions those visits might trigger for the child or youth. This left the foster family ill-equipped to deal with the impacts on the child.

58. The foster caregivers who we interviewed consistently expressed the view that they were not certain who was responsible for transporting foster children to daycare, school, visits with biological families, medical and other appointments, activities and other commitments, or even when such events would occur. This often left the foster caregivers unaware of the children's commitments and whereabouts and making last minute adjustments to their schedules to accommodate these events.

59. We also found that in 32 of the 44 children's files we reviewed, the child and youth placement information form was not completed for each child in care. This form is supposed to provide important information to foster caregivers about the child's health, previous placements, and required cultural supports.

Foster caregivers were not given sufficient training or tools to provide effective care

Context

60. In Nunavut, there are no specialized training or qualifications required to become a foster caregiver. In some cases, a foster caregiver can be extended family of children placed in foster care. In others, it can be willing individuals not related to the children placed in foster care who come forward to provide care for those who are vulnerable and in need of a safe environment in which to live and grow.

61. To support foster caregivers, it is a good practice to offer training and resources in addition to financial support. These resources could include:

- an onboarding process for new foster caregivers that provides training on roles and responsibilities, resources available, and other meaningful tools to support foster caregivers in their new role
- access to an up-to-date foster caregiver manual
- ongoing training in relevant topics such as changes to policies and standards or specific guidance, such as how to provide trauma-informed care to children
- access to training and resources to support non-Indigenous caregivers in helping their foster children maintain their cultural connections

62. In addition, departmental standards require that an individual care plan must be established by community social services workers for every child or youth placed in foster care that identifies specific needs and the roles and responsibilities of the foster caregiver, community social services worker, and department in meeting them. This includes any specific cultural supports and considerations. Relevant case plan information must be communicated by community social services workers to foster caregivers.

63. In the absence of government support, foster caregivers can turn to not-for-profit foster caregiver associations if one exists in their jurisdiction to provide them with information, tools, and access to other foster caregivers who can support them in their essential roles. At the time of our audit, there was no active foster caregiver association in Nunavut.

Findings

64. We found that the training offered to new and existing foster caregivers was infrequent and that no onboarding process was in place for new foster caregivers. For example, we found only 1 workshop for non-Inuit caregivers attended by 17 participants that included topics such as the impacts of colonialism and intergenerational trauma and a second workshop on support for Inuit caregivers that was attended by 11 participants. We also found that the foster caregiver manual had not been updated in more than 10 years despite many updates to policies and standards. In addition, the manual was not available in French or Inuktut, despite one of these being the first language of many foster caregivers.

65. We found that there was little training provided on Inuit cultural competencies or support to connect non-Inuit foster caregivers with cultural programming and activities. In addition, we found that individual care plans were only documented in 19 of the 33 files we reviewed of children who were under temporary or permanent custody orders and living in foster homes. A custody order is a court order issued by the Nunavut Court of Justice that legally determines who has custody of a child and who is responsible for making decisions about the child's care on the basis of the child's best interests. We also found that in 11 of the 19 files where there was an individual care plan, there was no mention of specific instructions regarding cultural identity and involvement, which help maintain a child's or youth's connection to their Inuit culture.

66. Without training on Inuit culture or support offered to foster caregivers, and in the absence of care plans or specific instructions regarding cultural identity and involvement, there is a risk that foster caregivers will not be well equipped to ensure that the children under their care can maintain their cultural identity and connection to their community.

Recommendation

67. The Department of Family Services should develop and implement a robust foster caregiver training and support program that includes the following elements:

- an onboarding process designed for new foster caregivers that includes cultural competency training for non-Inuit foster caregivers
- training for existing foster caregivers that provides them with important updates on changes to policies and standards designed to provide children with safe environments
- an updated foster caregiver manual, available in English, French, and Inuktut
- access to training in essential areas such as trauma-informed approaches for foster caregivers to provide support and care to children
- access to resources that will help non-Inuit foster caregivers support cultural connections for Inuit children in their care

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Recommendation

68. The Department of Family Services should ensure that community social services workers understand and implement the requirement to document individual care plans at the beginning of each child's or youth's placement in foster care.

The department's response. Agreed.

See **Recommendations and Responses** at the end of this report for detailed responses.

Conclusion

69. We concluded that the Department of Family Services did not provide timely and effective foster care services within the territory to protect and support the safety and well-being of children in accordance with relevant legislation, policies, standards, and procedures.

About the Audit

This independent assurance report was prepared by the Office of the Auditor General of Canada on foster care services in Nunavut. Our responsibility was to provide objective information, advice, and assurance to assist the Legislative Assembly of Nunavut in its scrutiny of the government's management of resources and programs and to conclude on whether the foster care services in Nunavut complied in all significant respects with the applicable criteria.

All work in this audit was performed to a reasonable level of assurance in accordance with the Canadian Standard on Assurance Engagements (CSAE) 3001—Direct Engagements, set out by the Chartered Professional Accountants of Canada (CPA Canada) in the CPA Canada Handbook—Assurance.

The Office of the Auditor General of Canada applies the Canadian Standard on Quality Management 1—Quality Management for Firms That Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements. This standard requires our office to design, implement, and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

In conducting the audit work, we complied with the independence and other ethical requirements of the relevant rules of professional conduct applicable to the practice of public accounting in Canada, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.

In accordance with our regular audit process, we obtained the following from entity management:

- confirmation of management's responsibility for the subject under audit
- acknowledgement of the suitability of the criteria used in the audit
- confirmation that all known information that has been requested, or that could affect the findings or audit conclusion, has been provided
- confirmation that the audit report is factually accurate

Audit objective

The objective of this audit was to determine whether the Department of Family Services provided timely and effective foster care services within the territory to protect and support the safety and well-being of children and youth in accordance with relevant legislation, policies, standards, and procedures.

Scope and approach

The audit covered the Department of Family Services' compliance with the relevant departmental standards and procedures relating to foster homes within the territory and the systems and practices in place to support foster caregivers and the safety of children (for example, financial support, training, and tools available).

The audit examined:

- the completeness, accuracy, and timeliness of the information the department had on children in foster care and foster care providers in the territory
- the actions taken by the department to ensure that children placed in foster care were in safe environments, including
    - compliance with the standards relating to the safe environment of foster homes (that is, checks and screening of new foster homes, annual reviews of existing foster homes, and vulnerable sector checks)
    - the nature and frequency of contact by the community social services workers with children placed in foster care and with the foster caregivers. This included follow-ups on elements like critical incident reports.
- whether foster caregivers were given training and financial support in line with policies and entitlements to provide children with a safe environment and a sufficient level of care

The audit work included reviewing and analyzing key documents. The audit team also conducted interviews with employees of the Department of Family Services, including community social services workers, supervisors, and regional managers, and the responsible assistant deputy minister. In addition, we met with foster caregivers and representatives of organizations not under audit such as health care providers, employees of Nunavut Tunngavik Incorporated, and the Representative for Children and Youth.

The audit work also included testing samples of various child and family services files. We used representative sampling to review a sample of different populations. Files that had no attributes of audit relevance were substituted by random replacements. The populations examined were:

- **Foster homes.** The representative sample of 40 foster home files was obtained using a manually compiled list of foster extended families and foster homes maintained and provided by the department as of March 31, 2026.
- **Children who were in temporary or permanent care placed in foster homes.** The random sample of 44 children or youth (20 with a permanent custody order status, 11 with a temporary custody order status, 1 with both a permanent and temporary custody order status, and 12 with a plan-of-care status) were placed in the foster homes that made up our representative sample of 40 foster home files. A representative sample of all children placed in foster homes in Nunavut could not be taken because of the unreliability of the department's data and reporting on children in foster care. Although some children are placed full time, either temporarily or permanently, in foster homes, others are placed on a more transient basis for which

the department does not have record-keeping practices that would allow for accurate reporting on how many children were placed in foster care in a given year or were placed in foster care at any given time.

- **Financial transactions made to foster caregivers.** The representative sample of 51 transactions was selected from the total population of 6,630 payments made to foster caregivers within our representative sample.

Where representative sampling was used, samples were sufficient in size to conclude on the sampled population with a confidence level of no less than 90% and a margin of error of no greater than plus 10%.

To validate the accuracy of the populations used, we performed the following work:

- During site visits, paper files were verified for their inclusion in Matrix or the manual list of children in care that the department maintains (the “children in care list”).
- The list of foster resources was verified against the placements documented in the children-in-care list and vice versa.
- The foster caregivers found on payment reports were verified against the list of approved foster caregivers.
- The foster caregivers who received payments during our audit period were verified against the list of approved foster resources and in Matrix for cases where the foster home was closed.

Areas that were not part of the scope of the audit:

- out-of-territory foster homes
- children and youth placed in out-of-territory foster homes

Criteria

We used the following criteria to conclude against our audit objective:

Criteria	Sources
The Department of Family Services maintains a list of complete, accurate, and up-to-date information for all foster care providers in the territory using standard identifiers.* The Department of Family Services maintains a list of complete, accurate, and up-to-date information on all children and youth in foster care in the territory using standard identifiers.* * Standard identifiers include fields such as name, date of birth, and name of foster family. They are important for many reasons including contacting children and family, court records, potential adoptions, and preservation of records. The Department of Family Services approves foster homes for placement in accordance with relevant legislation and standards. The Department of Family Services monitors foster homes in accordance with relevant legislation and standards. The Department of Family Services maintains regular contact with children placed in foster care and takes action to address concerns about their safety and well-being. Foster caregivers are provided with timely, accurate, and equitable* financial support in line with policies and entitlements. Foster caregivers are provided with timely and equitable* training, tools and other supports that allow them to meet their responsibilities as caregivers under the Child and Family Services Act. * Equitable is defined as considerate of differing needs of children (for example, children with disabilities or other health needs) and regional differences including accessibility. It should also be interpreted in line with the principle of substantive equality as defined by An Act Respecting First Nations, Inuit and Métis Children, Youth and Families.	• Child and Family Services Act • Child and Family Services Regulations • Children and Family Services Standards, Department of Family Services, 2025 • Children and Family Services Standards and Procedures Manual, Department of Family Services, 2018 • Representative for Children and Youth Act • Mental Health Act • An Act Respecting First Nations, Inuit and Métis Children, Youth and Families • Convention on the Rights of the Child, United Nations • Business Plan, Government of Nunavut & Territorial Corporations, 2024–2026, Government of Nunavut • Turaaqtavut, Government of Nunavut, 5th Legislative Assembly, 2018 • Provincial/Territorial Protocol on Children and Families Moving Between Provinces and Territories, 2016 • Residential Care Facility Standards, Department of Family Services, 2010 • Records Management Policy, Government of Nunavut • Ilagiitsiarniq Family Wellness Strategic Framework 2023–2028

Period covered by the audit

The audit covered the period from November 1, 2024, to March 31, 2026. This is the period to which the audit conclusion applies.

Date of the report

We obtained sufficient and appropriate audit evidence on which to base our conclusion on September 25, 2026, in Ottawa, Canada.

Audit team

This audit was completed by a multidisciplinary team from across the Office of the Auditor General of Canada led by Mélanie Cabana, Senior Principal. The senior principal has overall responsibility for audit quality, including conducting the audit in accordance with professional standards, applicable legal and regulatory requirements, and the office’s policies and system of quality management.

Recommendations and Responses

Responses appear as they were received by the Office of the Auditor General of Canada.

In the following table, the paragraph number preceding the recommendation indicates the location of the recommendation in the report.

Recommendation	Response
33. The Department of Family Services should focus its efforts on making information in Matrix (its information system) accurate and up to date so that it is the single source of reliable information.	**The department's response**. Agreed. The Department agrees that improving the completeness, accuracy, and reliability of information in Matrix is essential. The long-term goal is to increase reliance on Matrix for authoritative information on children in care, foster caregivers, and placements. However, the Department is not yet able to rely exclusively on Matrix information. Work toward strengthening the quality and reliability of Matrix information will include data cleanup and validation to identify and address information gaps and discrepancies. Reconciliation will continue to support ongoing operations and decision-making. The Department will also continue to provide Matrix training and support to staff. Regular training can improve the consistency and quality of data entry, while addressing variable experience levels and staff turnover. Since April 2026, the Department's mentorship program for Community Social Services Workers has provided practice-based support to staff, and has reinforced expectations for timely and accurate case documentation and data entry in Matrix as part of day-to-day practice. Departmental headquarters, working with regional management, will lead this work and monitor progress. The Department will assess the reliability and completeness of Matrix data after 12 months to determine next steps toward reducing reliance on supplementary and manually maintained information.

Recommendation	Response
45. The Department of Family Services should establish and meet service standards for setting up the support payments for new foster caregivers and for the reimbursement of additional support payments and should communicate these standards to foster caregivers.	**The department's response**. Agreed. The Department agrees that foster caregivers should know what to expect and that the Department should be measured against those expectations. It notes that the recommendation requires the Department both to establish service standards and to meet them. The Department will establish service standards governing how support payments are set up for new foster caregivers and how additional support payments are reimbursed, including expected timeframes for the first payment following a placement and for the processing of reimbursement claims. The standards will be documented in the Foster Caregiver Manual, communicated directly to foster caregivers, and incorporated into departmental monitoring so that timeliness and consistency are measured across regions and reported through the Department's quality assurance processes. The Department recognizes that meeting these standards depends on accurate placement information: a payment cannot be set up promptly where a placement has not been recorded promptly. The Matrix improvements described in the response to Recommendation 33 are therefore a condition of meeting this recommendation, not a separate initiative. Departmental headquarters, working with regional management, will develop and maintain the standards and monitor compliance. The Department will establish the standards and implementation schedule within 12 months.

Recommendation	Response
52. The Department of Family Services should establish a regular cycle for the review and implementation of its foster caregiver payment rates for sufficiency that considers regional differences and changes to the cost of living.	**The department's response**. Agreed. The Department will establish a regular cycle for reviewing foster caregiver payment rates to confirm they remain sufficient to meet the needs of children and youth in care. The Department accepts that the recommendation includes review and implementation. While rates had not been revised in more than five years, additional funding had been secured to increase rates by 45 per cent effective April 1, 2026. However, the policy establishing the revised rates was not approved until September 2, 2026, after the audit period. The review cycle will include defined timelines for analysis, approval and implementation, so approved changes take effect without delay. Reviews will assess regional differences and changes in the cost of living, alongside the cost of providing care, operational experience, equity across the territory and available resources. They will also address the difference between the daily rate for children, which is set by zone, and the monthly rate for youth, which does not vary by zone or region. Departmental headquarters, in collaboration with regional management, will be responsible for reviews and acting on findings. The Department will define the review cycle and responsibilities within 12 months, as part of foster caregiver modernization.

Recommendation	Response
53. The Department of Family Services should establish clear criteria and roles and responsibilities for identifying whether a child placed in foster care has special needs, including consultation with professionals, including medical professionals, as appropriate.	**The department's response**. Agreed. The Department will establish clear criteria for identifying whether a child placed in foster care has special needs, together with defined roles and responsibilities for making and documenting these determinations. The criteria will set out required documentation, decision-making authority, and the circumstances in which consultation with medical or other qualified professionals is expected. The Department accepts the finding that there was no systematic process for community social services workers to follow in identifying whether a child in care qualified as having special needs, and that as a result, some children may not have been identified and their caregivers may not have received the higher rate available to support that care. The criteria will be connected directly to the criteria governing additional financial supports, so that an identified need results in the corresponding entitlement. This work builds on the updated foster home standards, procedures and practice tools and the Quality Assurance Framework the Department has implemented. Determinations will be documented in Matrix. Departmental headquarters will lead development of the criteria, and regional management and community social services workers will be responsible for applying them consistently. The Department will establish the criteria within 12 months.

Recommendation	Response
54. The Department of Family Services should review all applicable policies, standards, and tools that determine financial entitlements for foster caregivers, consolidate them into a single comprehensive source, and clearly communicate financial entitlements, including any future updates, to foster caregivers in an accessible and timely way.	**The department's response**. Agreed. The Department will review applicable policies, standards and tools that determine financial entitlements for foster caregivers and consolidate them into a single comprehensive source. The Department has completed a comprehensive review of the Foster Care Policy and is updating the Foster Caregiver Manual to serve as that consolidated source, clearly identifying available financial entitlements, eligibility requirements, reimbursement processes and departmental points of contact. The consolidation will resolve inconsistencies between policies, standards and tools, including differing holiday allowances in the Foster Caregiver Manual and in departmental rates of pay. The Department will also address how entitlements are communicated. Funding entitlement information will be provided to caregivers at the start of a placement, and payment remittances will identify what each payment covers, so caregivers can easily determine which entitlements have been paid. To ensure information is timely and accessible, the Department will draw on the results of the Foster Care Satisfaction Survey and engage partners such as the Representative for Children and Youth Office and Nunavut Tunngavik Incorporated on accessible formats and languages. Departmental headquarters will maintain the consolidated source. The Department will complete this work within 12 months.

Recommendation	Response
67. The Department of Family Services should develop and implement a robust foster caregiver training and support program that includes the following elements: • an onboarding process designed for new foster caregivers that includes cultural competency training for non-Inuit foster caregivers • training for existing foster caregivers that provides them with important updates on changes to policies and standards designed to provide children with safe environments • an updated foster caregiver manual, available in English, French, and Inuktut • access to training in essential areas such as trauma-informed approaches for foster caregivers to provide support and care to children • access to resources that will help non-Inuit foster caregivers support cultural connections for Inuit children in their care	**The department's response**. Agreed. The Department will develop and implement a comprehensive foster caregiver training and support program incorporating: • a structured onboarding process for new foster caregivers with cultural competency training for non-Inuit caregivers; • ongoing training for existing foster caregivers providing timely updates on policy and standards changes intended to keep children safe; • an updated Foster Caregiver Manual in English, French and Inuktut; • training, including trauma-informed approaches to supporting and caring for children; and • resources that help non-Inuit foster caregivers support cultural connections for Inuit children in their care. Several program elements are already in progress. The Department has updated foster home standards, procedures and practice tools, and is updating the Foster Caregiver Manual. The territory-wide Foster Care Satisfaction Survey gathers caregiver feedback to strengthen recruitment, retention, training and ongoing support. The Department also notes the lack of an active foster caregiver association in Nunavut, and will examine how to support the establishment of a caregiver-led body. Departmental headquarters, working with regional management, will be responsible for implementation, supported by the Department's quality assurance processes and caregiver feedback. The Department will establish the full program and its implementation schedule within 12 months.

Recommendation	Response
68. The Department of Family Services should ensure that community social services workers understand and implement the requirement to document individual care plans at the beginning of each child's or youth's placement in foster care.	**The department's response**. Agreed. The Department agrees that community social services workers must understand and consistently apply the requirement to document an individual care plan at the beginning of each child or youth's placement in foster care. The Department will reinforce this requirement through clear guidance, training and supervision, so that documenting a care plan is understood as a core expectation rather than an administrative step to be completed later. The Department also accepts the related finding that, in a majority of the files where a care plan existed, the plan contained no specific instructions regarding cultural identity and involvement. Revised guidance and practice tools will require that cultural identity, connection to community and required cultural supports be addressed in every care plan, and that the plan be shared with the foster caregiver. Compliance will be monitored through the Quality Assurance Framework the Department has implemented, together with the quarterly compliance monitoring and territorial foster home audits now in place. Regional management will be responsible for identifying placements with missing or overdue care plans and ensuring corrective action is taken, with results reviewed through the Department's quality assurance processes. The Department will implement these measures within 12 months.

Appendix—Text Descriptions of Exhibits

Here are the text descriptions of the exhibits.

Exhibit 1—The department did not meet the required standard for minimum monthly in-person contact with children or foster caregivers in the territory in the files reviewed—Text description

This chart shows that the minimum contact requirement for the Department of Family Services is at least 1 contact every month with each child and foster caregiver. Minimum contact requirements stipulate that contact must be in person. The average contact frequency in both the territory and in the regions show that the department did not meet the requirement for minimum contact with children and foster caregivers.

The chart shows the average contact frequencies and the percentage of files that were not compliant for the department's contact with children and foster caregivers.

In the territory, the average frequency for the department's contact with children was every 2.03 months, and 91% of the files were not compliant. For foster caregivers, the department's average contact frequency was every 4.60 months, and 98% of the files were not compliant.

The regional averages were as follows:

In Kivalliq, the average frequency for the department's contact with children was every 3.31 months, and 92% of the files were not compliant. For foster caregivers, the department's average contact frequency was every 6.95 months, and 100% of the files were not compliant.

In North Qikiqtaaluk, the average frequency for the department's contact with children was every 1.86 months, and 80% of the files were not compliant. For foster caregivers, the department's average contact frequency was every 6.46 months, and 100% of the files were not compliant.

In Kitikmeot, the average frequency for the department's contact with children was every 2.23 months, and 100% of the files were not compliant. For foster caregivers, the department's average contact frequency was every 5.89 months, and 75% of the files were not compliant.

In South Qikiqtaaluk, the average frequency for the department's contact with children was every 1.71 months, and 92% of the files were not compliant. For foster caregivers, the department's average contact frequency was every 3.54 months, and 100% of the files were not compliant.

Source: Based on information from the Department of Family Services

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Exhibit 2—Key actions the Department of Family Services must take when approving and monitoring foster homes to meet minimum standards—Text description

This illustration describes the 4 actions that the department must take regarding foster homes.

Home study: A screening mechanism that assesses criteria such as the foster caregiver's motivation for fostering; the ability of the foster caregivers to meet the emotional, physical, medical, and financial needs of the children; and the safety of the home

Foster home agreement: The roles and responsibilities of the department, community social services workers, and foster caregivers with respect to the safety and care of children; for example, who is responsible for providing for basic needs such as food and shelter, medical care, and implementation of a child's plan of care, and the financial obligations of all parties

Vulnerable sector check: A search of the RCMP National Repository of Criminal Records, including for pardoned sex offender records. In addition, the search looks for information in police record management systems that may raise concerns for the department about the suitability of an applicant as a foster caregiver

Annual home review: The department's verification that the foster home remains a safe environment for the child or youth

Source: Based on information from the Department of Family Services and the Royal Canadian Mounted Police

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Exhibit 3—The department did not take the required steps to ensure the safety of foster homes in most cases—Text description

This chart shows the percentages of compliant and non-compliant files for the 4 actions that the department must take regarding foster care homes. Overall, over 50% of the files were non-compliant for 3 of the 4 actions.

For home studies, 21 files were reviewed, and 52% of the files were compliant. Of the non-compliant files totalling 48%, 14% of the files were missing, 10% were incomplete, and 24% were approved after the children had been placed in the homes.

For vulnerable sector checks, 40 files were reviewed, and 47% were compliant. Of the non-compliant files totalling 53%, 5% did not have the vulnerable sector checks on file for all adults in the home, and 48% had missing or late renewals for 1 or more adults in the home.

For annual home reviews, 40 files were reviewed, and 20% were compliant, while 18% were not due for annual reviews during the audit period. Of the non-compliant files totalling 62%, 10% were not completed, and 52% did not have annual reviews for at least 1 of the years.

For foster home agreements, 40 files were reviewed, and 22% were compliant. Of the non-compliant files totalling 78%, 15% were missing and 63% were not renewed annually or signed by all parties.

Source: Based on information from the Department of Family Services

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Exhibit 4—Payments to foster caregivers were mostly accurate and timely with some shortcomings identified—Text description

Two charts show the percentages of timely and accurate payments to foster caregivers. Overall, 70% of the payments were accurate and 82% of the payments were timely.

The chart about accuracy shows that although 70% of the payments were accurate, 20% were overpayments and 10% were underpayments.

The chart about timeliness shows that although 82% of the payments were timely, 14% were not timely, and 4% could not be assessed.

Source: Based on information from the Department of Family Services

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