



March 28, 2018

Dear colleague,

As you may have heard, the Ministry of Children and Youth Services is implementing a province-wide information management system for the child welfare sector. Known as CPIN (Child Protection Information Network), this system will give us better access to information across the province, which will help us to provide faster service to children, youth and families in need.

CPIN is being implemented by children's aid societies across the province on a staggered basis. Our go-live date is **Monday, April 16, 2018**. We have been preparing for this intensively for over a year now. We do anticipate some minor impacts to our service levels in April, and wanted to give you advance notice. For the week of April 16, our staff will be focused on validating the data that has been migrated into CPIN. We will have coverage workers staffing many positions that week. **We ask that you try to avoid scheduling meetings with our staff that week, and that you exercise patience in dealing with coverage workers**, who may need a little more time to respond to your enquiries. Our after-hours service will not be impacted.

In the days following the CPIN implementation, our staff will be learning a new system for all their record keeping. While they have received good training, they will still be on a steep learning curve and so you may notice that our response times are slightly slower than usual to the end of April.

If you have any concerns or questions, please contact Julie Horning, Director of Service and CPIN Lead, at julie.horning@hamiltonccas.on.ca or 905-525-2012 x3112. Thank you for your collegiality as we implement this significant change to our daily working practices.

Best regards,

A handwritten signature in black ink, appearing to read 'R. Gizzarelli'. The signature is fluid and cursive, with a prominent initial 'R'.

Rocco Gizzarelli
Executive Director