

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

This report describes the Department of Community Services' progress on the November 2010 recommendations of the Auditor General's Office. You will see below that the department has accepted all the recommendations of the Auditor General and in the first year has initiated the work on all 38 recommendations.

Recommendations assigned to Department of Community Services:

Department of Community Services November 2010	Complete	Work In Progress	Action no Longer Required	Do not Intend to Implement	Total Recommendations
Chapter 2: Rent Supplement Housing	-	9	-	-	9
Chapter 3: Services for Persons with Disabilities	1	28	-	-	29
Total	1	37	-	-	38
Percentage	3%	97%	0%	0%	100%

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	2	2.1	Work in Progress	The department completed a review of the <i>Finance Manual</i> and the <i>Applicant, Tenant & Property Management Manual</i> which resulted in some revisions/updates. The department will develop a schedule to ensure in the future policies are reviewed and updated in a timely manner.
Nov. 2010	2	2.2	Work in Progress	The department plans to consult with the housing authorities regarding the identification of critical steps in the application process, and to discuss opportunities for peer review of the application files. Following these discussions, the department will create a review plan outlining the requirements, format and timeline.

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	2	2.3	Work in Progress	The department plans to consult with housing authorities regarding the identification of critical steps in the application process, and to discuss opportunities for a peer review process. Following these discussions, the department will create a review plan outlining the requirements, format and timeline.
Nov. 2010	2	2.4	Work in Progress	A formalized assessment process will be developed, documented, and posted on the department's website.
Nov. 2010	2	2.5	Work in Progress	As a starting point, staff will review the existing procedures for the Affordable Housing Program.
Nov. 2010	2	2.6	Work in Progress	The department will review existing procedures and develop new ones as determined appropriate.
Nov. 2010	2	2.7	Work in Progress	The <i>Applicant, Tenant & Property Management Manual</i> has been reviewed and the areas in need of updating have been identified. The department will develop a schedule to ensure in the future policies are reviewed and updated in a timely manner.
Nov. 2010	2	2.8	Work in Progress	The project outline has been developed. The department will be proceeding with a risk assessment of the rent supplement program. If required, existing policies will be revised and/or new polices developed including an inspection protocol.
Nov. 2010	2	2.9	Work in Progress	New performance measures have been established for the Housing Authorities. The next steps include the collection of baseline data, finalizing monthly reporting

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
				requirements, and establishing targets.
Nov. 2010	3	3.1	Work in Progress	The development of a strategic plan for the Services for Persons with Disabilities program was approved as a departmental priority in <i>Community Services' 2011/12 Statement of Mandate</i> . Staff are working on the development of a project plan to guide the strategic planning process.
Nov. 2010	3	3.2	Work in Progress	Staff are developing a project plan to guide the strategic planning process which will include the outstanding recommendations related to the Services for Persons with Disabilities program.
Nov. 2010	3	3.3	Work in Progress	The department's Initiatives Tracking System monitors the progress of some of the SPD priorities. A process to monitor all goals, objectives and priorities will be developed as part of the strategic planning process.
Nov. 2010	3	3.4	Work in Progress	Performance indicators will be developed as part of the strategic planning initiative.
Nov. 2010	3	3.5	Work in Progress	The future requirements of the Services for Persons with Disabilities program will be determined as part of the strategic planning initiative. The department will be considering information such as the provincial wait list data, population and program trends, and jurisdictional research.
Nov. 2010	3	3.6	Work in Progress	The draft policies and related forms have been sent to SPD regional staff and service providers for their review and feedback.

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	3	3.7	Work in Progress	The draft policies, forms and standards that are under review by regional staff and service providers will also apply to small option homes.
Nov. 2010	3	3.8	Work in Progress	The draft <i>Levels of Support Policy</i> and related forms have been sent to regional staff and service providers for their review and feedback. Implementation of this policy will inform the development of a quality assurance process.
Nov. 2010	3	3.9	Work in Progress	A presentation on SPD documentation and case file standards was delivered to regional staff. The department will also be developing quality assurance measurement tools to ensure the appropriate information is captured in client files.
Nov. 2010	3	3.10	Work in Progress	Draft policies and forms were sent to SPD regional staff for their review and feedback. Upon approval orientation and training will be provided.
Nov. 2010	3	3.11	Work in Progress	The <i>Standards of Accommodations, Support and Care for Licensed Homes for Special Care</i> are under review.
Nov. 2010	3	3.12	Work in Progress	The <i>Standards of Accommodations, Support and Care for Licensed Homes for Special Care</i> are under review. The department will also develop and establish processes to ensure consistency among individual support plans and individual program plans. Further consistency and oversight will be achieved through core training.

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	3	3.13	Work in Progress	The SPD policies and related forms are under review internal and external stakeholders.
Nov. 2010	3	3.14	Work in Progress	Annual reviews are a requirement in the draft SPD Policies. To support the policy, a quality assurance monitoring process with defined roles and responsibilities will be developed and included in SPD core training.
Nov. 2010	3	3.15	Complete	The department developed and implemented a wait list process, spreadsheet, form and User Guide.
Nov. 2010	3	3.16	Work in Progress	The SPD wait list was implemented in June 2010. Orientation and/or training were provided to all SPD staff. A Wait List Submission Form and User Guide are now available through ICM. Each region has their own SPD wait list managed by a Waitlist Coordinator. A consolidated provincial wait list will be generated on a monthly basis.
Nov. 2010	3	3.17	Work in Progress	Small option homes will follow the same incident and complaint process as other SPD service providers. Orientation/training of the incident process and forms will be provided to all service providers.
Nov. 2010	3	3.18	Work in Progress	The department has developed draft processes and forms to support a centralized incident and complaint system. Departmental stakeholders are currently being consulted.
Nov. 2010	3	3.19	Work in Progress	The department has developed draft processes and forms to support a centralized incident and complaint system. Departmental stakeholders are currently being consulted.

Provincial Update on the Auditor General Recommendations
 Department of Community Services
 November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	3	3.20	Work in Progress	The department has developed draft processes and forms to support a centralized incident and complaint system. Departmental stakeholders are currently being consulted.
Nov. 2010	3	3.21	Work in Progress	The draft Special Needs Policy is under review by SPD staff and service providers.
Nov. 2010	3	3.22	Work in Progress	Working with the department's Process Improvement and IT Services units to define and review the payment process.
Nov. 2010	3	3.23	Work in Progress	Residential staffing guidelines have been drafted and will be reviewed by SPD stakeholders prior to implementation.
Nov. 2010	3	3.24	Work in Progress	The department will develop a template letter of understanding for direct family support participants and their families. The template will be distributed to regional staff for implementation.
Nov. 2010	3	3.25	Work in Progress	The department is reviewing existing service agreement templates. The next step will be to consult with sector representatives.
Nov. 2010	3	3.26	Work in Progress	To ensure clients are receiving the services outlined in their program plans, standards have been drafted and a review of the process is underway.
Nov. 2010	3	3.27	Work in Progress	A presentation on SPD documentation and case file standards was delivered to regional staff. The department will also be developing quality assurance measurement tools to ensure the appropriate information is capture in client files.

Provincial Update on the Auditor General Recommendations
Department of Community Services
November 2011

Recommendations in Detail:

Month & Year	Chapter	Recommendation	Status	Brief summary of actions taken
Nov. 2010	3	3.28	Work in Progress	The amendments to the <i>Homes for Special Care Regulations</i> have been prepared.
Nov. 2010	3	3.29	Work in Progress	Amendments to the <i>Homes for Special Care Act</i> received royal assent in May 2010.