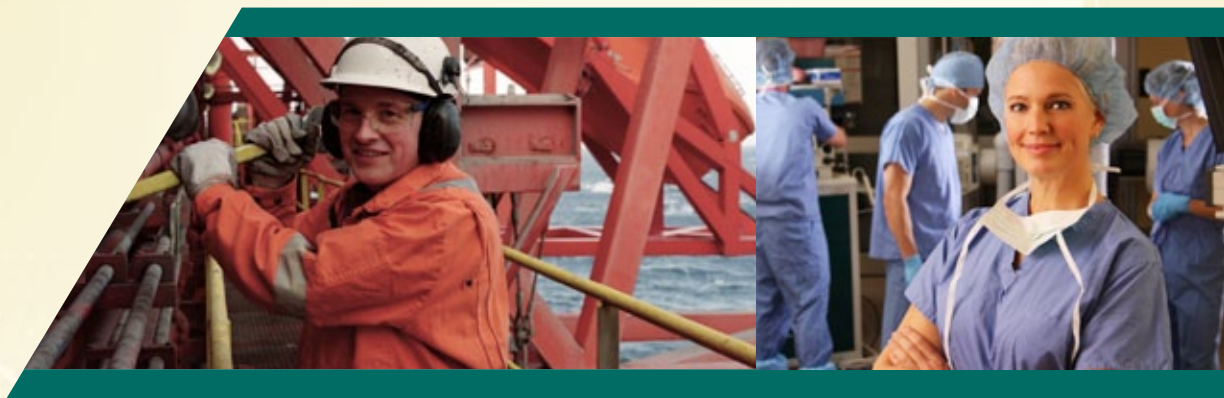


Report 6: September 2010

FOLLOW-UP REPORT: UPDATES ON THE
IMPLEMENTATION OF RECOMMENDATIONS
FROM RECENT REPORTS

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The Honourable Bill Barisoff
Speaker of the Legislative Assembly
Province of British Columbia
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Sir:

I have the honour to transmit herewith to the Legislative Assembly of British Columbia my 2010/2011 Report 6: *Follow-up Report: Updates on the implementation of recommendations from recent reports.*

John Doyle, MBA, CA
Auditor General

Victoria, British Columbia
September 2010

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AUDITOR GENERAL'S COMMENTS



JOHN DOYLE, MBA, CA
Auditor General

EVERY SIX MONTHS, I ask audited agencies to provide progress updates regarding implementation of my report recommendations.

This is the fifth follow-up report issued during my term and it includes new updates on 12 reports, as well as a cumulative update on the implementation of all recommendations covered by my Office's follow-up reports since October 2008 (p. 4). I am very pleased to note that of the 511 recommendations included in the cumulative update, 93% have been addressed, with 86% fully or substantially implemented and 7% addressed through alternative action by the agency. Such a high implementation rate reinforces the relevancy of this Office's work in promoting effective, efficient and economical management in government.

The results of the 12 reports for which we recently requested self-assessments are summarized in a chart on page 6. Six of these were initial follow-ups, containing a total of 45 recommendations, and six were subsequent follow-ups, with 21 recommendations. Of the 66 total recommendations, all have been or are currently being addressed: 68% have been fully or substantially implemented, or addressed through alternative actions, and 32% are partially implemented.

As explained on page 3, one format for follow-up work is that of the progress assessment. Recently, my Office completed work of this nature on our June 2007 report titled *The Child and Youth Mental Health Plan: A Promising Start to Meeting an Urgent Need*. I am pleased to say that the actions taken by the agency address the recommendations made in the report.

As always, I invite Members of the Legislative Assembly — particularly members of the Public Accounts Committee — and other readers to provide feedback about which general areas or specific responses warrant further work.

With 93% of the 511 recommendations addressed, these follow-up reports clearly demonstrate the positive results that can and will continue to be achieved through the audit and review processes.

My thanks to the participating agencies, both for providing updates when requested and for their work in implementing my recommendations.

John Doyle, MBA, CA
September 2010

COORDINATING TEAM

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Executive Director

Laura Floyd
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AN EXPLANATION OF THE FOLLOW-UP PROCESS

THE AUDITOR GENERAL'S REPORTS usually contain recommendations, specific to each audit topic, to improve the management of government resources and responsibilities. The number of recommendations varies with each audit, depending on the subject matter and the findings. The audit team discusses these recommendations with the audited organization before the report is published and encourages the organization to begin addressing them right away. The Public Accounts Committee also reviews the recommendations.

Follow-ups are a necessary process for ensuring that recommendations are addressed and that British Columbians receive full value from the Auditor General's work. The Office of the Auditor General (the Office) follows-up with agencies in varying formats, including action plans, agency self-assessments and progress audits.

ACTION PLANS

Agencies are always asked to provide, within three months of the publication of the report, an action plan describing how they will implement the recommendations and by when. If the action plan is not available in time to publish in the report as part of the agency's formal response to the report, we post it on our website alongside the audit report once received.

SELF-ASSESSMENTS

Since October 2008, the Office has issued semi-annual follow-up reports such as this one. These reports are comprised of self-assessments by previously audited agencies. In their own words, agencies describe the progress they have made in implementing the Auditor General's recommendations and their plans going forward. We publish these submissions unedited and in their entirety so that readers can assess for themselves whether progress is satisfactory.

The initial follow-up is conducted approximately one year after the report is issued, often sooner for information technology reports because technology changes so quickly, as well as for urgent matters or where organizations had the opportunity to address significant issues in advance of the report's release. The Auditor General expects that most recommendations will be cleared in the initial follow-up.

Subsequent follow-ups may be required on outstanding recommendations or certain key recommendations that have not been satisfactorily addressed. Published within one year of the initial follow-up, subsequent follow-ups are also unedited self-assessments from the agency. In order to remain relevant, successive follow-ups where necessary will be conducted up to a maximum of two years.

PROGRESS ASSESSMENTS

A third form of follow-up involves assessing the organization's self-assessment of certain recommendations to confirm their reliability. The results of progress assessments are published in the next available semi-annual follow-up report.

CUMULATIVE TOTALS OF RECOMMENDATIONS MADE IN OCTOBER 2008 - OCTOBER 2010 FOLLOW-UP REPORTS

Report	Report Initially Released	Number of Recommendations in Report	Cumulative Status of Recommendations			
			Fully or Substantially Implemented	Alternative Action Taken	Partially Implemented	No Substantial Action Taken
Education						
Literacy: Creating the Conditions for Reading and Writing Success	Feb 2008	8	7		1	
Government's Post-secondary Expansion - 25,000 Seats by 2010	Dec 2006	6	5			1
Planning for School Seismic Safety	Dec 2008	7	1		6	
A Major Renovation: Trades Training in British Columbia	Nov 2008	11	10		1	
Finance						
An Audit of Joint Solutions Procurement and the Revenue Management Project	Apr 2008	8	6	2		
BC Arts Council Grant Administration	Dec 2008	9	6		3	
Environment						
Preventing Fatalities and Serious Injuries in B.C. Forests: Progress Needed	Jan 2008	15	9	5	1	
Removing Private Lands from Tree Farm Licenses 6, 19 & 25: Protecting the Public Interest?*	Jul 2008					
Oil and Gas Site Contamination Risks: Improved oversight needed	Feb 2010	9	5		4	
Governance & Accountability						
Financial Framework Supporting the Legislative Assembly	Apr 2007	4		4		
Keeping the Decks Clean: Managing Gaming Integrity Risks in Casinos	Jul 2005	13	12	1		
Strengthening Accountability in British Columbia: Trends and Opportunities in Performance Reporting	Apr 2008	5	5			
British Columbia Audit Committees: Doing the Right Things	Dec 2006	2	2			
How Are We Doing? The Public Reporting of Performance Measures in British Columbia	Dec 2008	4	4			
Public Participation: Principles and Best Practices for British Columbia	Nov 2008	1		1		
British Columbia Crown Corporations Executive Compensation Arrangements: A Work in Progress	Nov 2009	8	5	1	2	

*Formal recommendations were not made in the TFL report; however, the Ministry's update notes improvements in documentation, public consultation and communication - consistent with our Public Participation Report.

continued on next page

CUMULATIVE TOTALS OF RECOMMENDATIONS MADE IN OCTOBER 2008 - OCTOBER 2010 FOLLOW-UP REPORTS

continued...

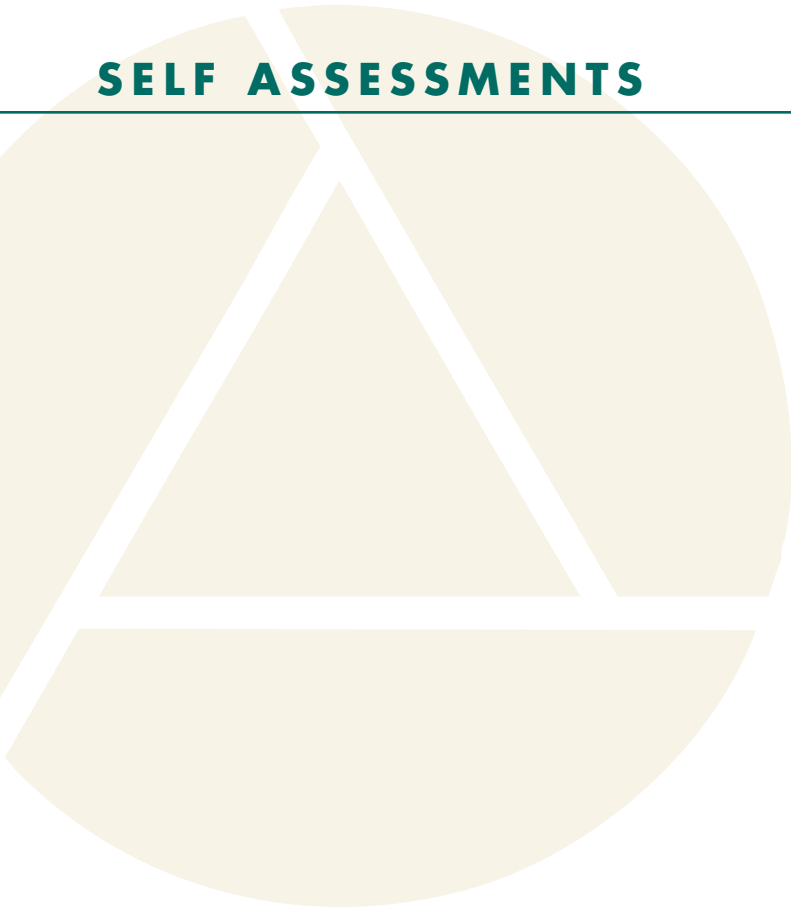
Report	Report Initially Released	Number of Recommendations in Report	Cumulative Status of Recommendations			
			Fully or Substantially Implemented	Alternative Action Taken	Partially Implemented	No Substantial Action Taken
Health						
In Sickness and in Health: Healthy Workplaces for British Columbia's Health Care Workers	Jun 2004	37	33	1	3	
Preventing and Managing Diabetes in British Columbia	Dec 2007	3			3	
Infection Control: Essential for a Healthy British Columbia	Mar 2007	126	123	3		
The Child and Youth Mental Health Plan: A Promising Start to an Urgent Need	Jun 2007	11	11			
Managing PharaCare: Slow Progress Toward Cost-Effective Drug Use and a Sustainable Program	Mar 2006	15	15			
Interior Health Authority: Working to Improve Access to Surgical Services	Aug 2008	12	8	2	2	
Electronic Health Record Implementation in British Columbia	Feb 2010	1	1			
Information Technology						
Managing Government's Payment Processing	May 2008	34	26	4	4	
Managing Access to the Corrections Case Management System**	Mar 2008	92	89	1	2	
IT Audits of the Corporate Accounting System	2005/2006	25	24	1		
Wireless Networking Security in Victoria Government Offices: Gaps in the Defensive Line	Feb 2009	4	4			
The PARIS System for Community Care Services: Access and Security	Feb 2010	10	9		1	
Social Services						
Management of Aboriginal Child Protection Services: Ministry of Children and Family Development	May 2008	10	4	6		
Home and Community Care Services: Meeting Needs and Preparing for the Future	Oct 2008	10	9		1	
Homelessness: Clear Focus Needed	Mar 2009	7	4	2	1	
Transportation						
Switching Tracks: A Review of the BC Rail Investment Partnership	Mar 2007	1	1			
Changing Course - A New Direction for British Columbia's Coastal Ferry System: A Review of the Transformation of BC Ferries	Dec 2006	3	1	2		
Total Recommendations		511	439	36	35	1
Percentage of Total Recommendations			85.9%	7.0%	6.8%	0.2%

** 92 recommendations refers to the total number of recommendations in the detailed management report. Due to the sensitivity of the information involved, the public report contained only nine summarized recommendations.

SUMMARY STATUS OF RECOMMENDATIONS FROM OCTOBER 2010 FOLLOW-UP REPORT

				Status of Recommendations			
	Report	Report Initially Released	Number of Recommendations in Report	Fully or Substantially Implemented	Alternative Action Taken	Partially Implemented	No Substantial Action Taken
Initial Follow-ups							
1	Oil and Gas Site Contamination Risks: Improved oversight needed	Feb 2010	9	5		4	
2	Electronic Health Record Implementation in British Columbia	Feb 2010	1	1			
3	The PARIS System for Community Care Services: Access and Security	Feb 2010	10	9		1	
4	British Columbia Crown Corporations Executive Compensation Arrangements: A Work in Progress	Nov 2009	8	5	1	2	
5	BC Arts Council Grant Administration	Dec 2008	9	6		3	
6	Homelessness: Clear Focus Needed	Mar 2009	7	4	2	1	
Subsequent Follow-ups			Number of Outstanding Recommendations	Status of Recommendations			
				Fully or Substantially Implemented	Alternative Action Taken	Partially Implemented	No Substantial Action Taken
7	A Major Renovation: Trades Training in British Columbia	Nov 2008	4	3		1	
8	Planning for School Seismic Safety	Dec 2008	6			6	
9	Interior Health Authority: Working to Improve Access to Surgical Services	Aug 2008	4	1	1	2	
10	How Are We Doing? The Public Reporting of Performance Measures in British Columbia	Dec 2008	1	1			
11	Management of Aboriginal Child Protection Services: Ministry of Children and Family Development	May 2008	2	1	1		
12	Preventing Fatalities and Serious Injuries in B.C. Forests: Progress Needed	Jan 2008	5		4	1	
October 2010 Follow-up Total			66	36	9	21	0
Percentage of Total Recommendations				54.5%	13.6%	31.8%	0%

SELF ASSESSMENTS



SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 8, 2009/10 - Oil and Gas Site Contamination Risks: Improved oversight needed

As at July 2010

Introductory comments from BC Oil and Gas Commission

The Commission continues to oversee the risks associated with oil and gas contaminated sites through compliance and enforcement field activities, well suspension requirements, security deposits and management of the Orphan Sites Reclamation Fund. Management of contaminated sites has improved with the implementation of a liability rating system to manage security deposits and will be further enhanced with administrative tools when the new Oil and Gas Activities Act comes into force this year.

The Commission's Annual Site Restoration Report provides transparent contaminated sites reporting and includes performance measures, and an overview of the Commission's professional assurance model, wellsite contaminated risk information and inactive, legacy and orphan sites.

Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: The OGC and the Ministry of Environment implement appropriate site classification guidelines for the restoration of oil and gas contaminated sites.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The Commission has recently implemented the site classification guidelines.</i></p>	Fully or substantially implemented
<p>Recommendation 2: The OGC assess the resources required to process backlogged sites once the site classification guidelines are operational.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The Commission assesses staffing requirements on an annual basis as part of its regular business planning cycle. The Commission will continue to monitor application levels and processing times in order to assess staffing requirements, and will increase resources as necessary.</i></p>	Fully or substantially implemented



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 3: The OGC assess the risks associated with legacy sites and develop a suitable work plan to deal with the risks.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The Commission is reviewing its role and responsibilities with respect to legacy sites.</i></p> <p><i>The legal authority to request industry to conduct environmental reviews and any additional remediation work on legacy sites is contained within the Environmental Management Act.</i></p>	<p>Partially implemented</p>
<p>Recommendation 4: The OGC work with the Ministry of Environment to implement an independent audit program.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The Commission has implemented a post-certification compliance assurance review that involves the physical investigation of a representative number of sites to provide assurance that the environmental site conditions are consistent with those documented on the applications received by the Commission. The Commission will evaluate the need for periodic independent audits as a good management practice.</i></p> <p><i>Section 10 of the new Oil and Gas Activities Act which comes into force in Fall 2010, provides authority for the Minister of Environment to order an audit of the performance of the Commission in relation to the protection of the environment.</i></p>	<p>Partially implemented</p>
<p>Recommendation 5: The OGC work in conjunction with key government ministries and other stakeholders to assist in developing a formal program for conducting cumulative effects assessments.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Government has many policies, practices and procedures that integrate natural resource management in a way that addresses and, where necessary, provides mechanisms to analyse cumulative impacts.</i></p> <p><i>The Commission agrees that the cumulative effect of multiple land based activities is an important consideration towards fulfilling our environmental mandates. In conjunction with key government ministries, the Commission has been developing additional tools contained in new legislation and regulation that will increasingly contribute towards a provincial framework for managing cumulative effects.</i></p>	<p>Partially implemented</p>

Report 8, 2009/10 - Oil and Gas Site Contamination

Risks: Improved oversight needed



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 6: The OGC ensure that its well site information allows risks to be assessed and that regulatory oversight is provided to ensure that inactive sites are restored in a timely manner.

Fully or substantially implemented

Actions taken, results and/or actions planned

Although the number of inactive sites is growing, the ratio of inactive wells to total wells has remained constant over the Commission's tenure. Given the significant expansion of industry activity over this time, this constant ratio indicates active management of potential risks. In April 2009, the Commission issued Well Suspension Requirements which outlines the requirements for the appropriate suspension and reporting on inactive wells. Once in force, the Oil and Gas Activities Act will provide additional regulatory tools to facilitate the restoration of inactive sites in a timely manner.

Recommendation 7: The OGC ensure that operator net assets and security deposits are sufficient, and reassessed on an ongoing basis, to cover the potential cost to the Province of dealing with site decommissioning and restoration.

Partially implemented

Actions taken, results and/or actions planned

The Commission has prepared a database of all B.C. oil and gas operators that calculates their projected assets and environmental liabilities. An Environmental Liability Rating group has been established to manage this database and utilize the information to calculate a Licensee Liability Rating for each of the oil and gas operators. The group currently uses the information to review new well applications and license transfers, which can result in a request for deposit in high risk situations. The Licensee Liability Rating program is currently under further revision to implement a framework that will routinely review security deposits for all operators and ensure their environmental liabilities do not exceed their deemed assets. This comprehensive framework will be discussed with industry and will be phased in over the next year as facilities data integrity is confirmed and information systems are in place.

Recommendation 8: The OGC complete its assessments of the remaining orphan wells and, where appropriate, complete their restoration.

Fully or substantially implemented

Actions taken, results and/or actions planned

The Commission will continue with assessment of orphan sites as they are identified and will conduct abandonment and reclamation operations according to resources available and assessed risks.

The Orphan Site Reclamation Fund is administered by the Commission and allows the Commissioner to designate an oil and gas site as 'orphan' in order to pay for restoration work that is deemed necessary.

Report 8, 2009/10 - Oil and Gas Site Contamination Risks: Improved oversight needed



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
Recommendation 9: The OGC improve reporting to the Legislature and public about how effectively site contamination risks are being managed.	Fully or substantially implemented
Actions taken, results and/or actions planned	
<i>The Commission agrees with this recommendation and has taken steps to improve transparency and reporting including publication of the first annual Site Restoration Report and orphan site status update in 2009.</i>	

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS

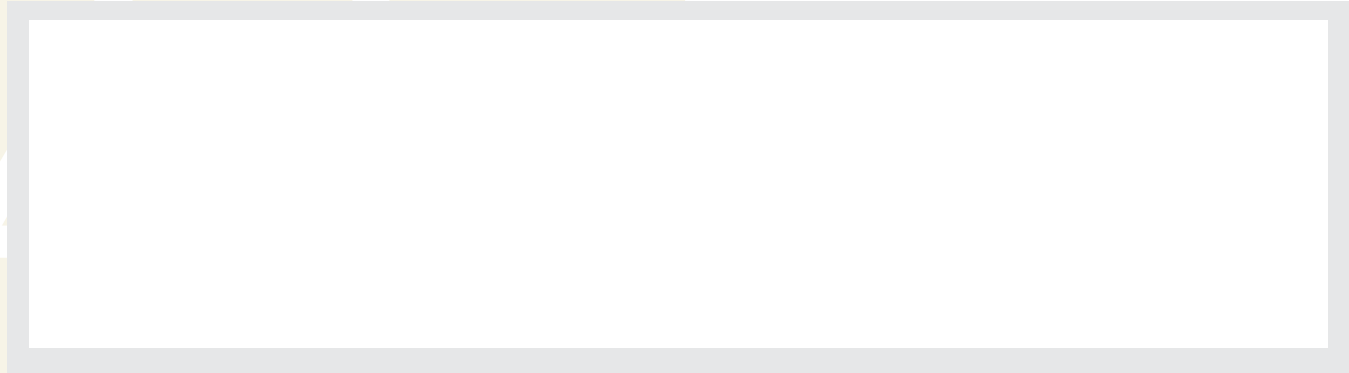


OFFICE OF THE
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Report 9, 2009/10 - Electronic Health Record Implementation in British Columbia

As at July 2010

Introductory comments from Ministry of Health Services



Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: Every six months the Ministry of Health Services provide our Office with a progress update on its results against planned measures of time, cost, quality and outcomes, as well as explanations of these results, and we will review and report this information to the Legislative Assembly..</p> <p>Actions taken, results and/or actions planned</p>	Fully or substantially implemented
<p><i>Note from the Office of the Auditor General of British Columbia:</i></p> <p><i>The ministry provided us with the self-assessment status report it already submits to its program stakeholders on a quarterly basis. The quarterly reports are available on the Office's website at www.bcauditor.com</i></p>	

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 7, 2009/10 - The PARIS System for Community Care Services: Access and Security

As at July 2010

Introductory comments from Vancouver Coastal Health Authority

Vancouver Coastal Health Authority (VCH) is pleased to report that 9 out of the 10 recommendations listed below have either been fully or substantially implemented and the remaining one has been partially implemented. With the combination of enhancements to technical security measures, the development of comprehensive information management and security policies, and the creation and implementation of a new access model with stricter controls based on healthcare team membership, need-to-know and user job functions, VCH is confident that PARIS is now more secure than ever.

VCH intends to continue to address all outstanding recommendations to find solutions to enable quality client care while protecting the confidentiality of clients' personal health information.

Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: User access to client records be granted based on the principle of “need-to-know.” Doing so will require assessing users’ job functions, business workflows, team memberships, profession coding, menu structures, and security levels applied to client records.</p> <p>Actions taken, results and/or actions planned</p> <p>Significant enhancements have been made to the provision of access to client records based on the principle of ‘need-to-know’. These include the implementation of additional functionality and workflows to further restrict access as well as a review to determine appropriateness of access according to job function. A committee has been established to review and implement the response to these recommendations. All (100%) of new team-based groups are implemented in accordance with these new protocols. For current teams, a pilot project was established for three team-based care groups and access changes were subsequently implemented for 85% of these teams. Planning is underway to finalize enhancement changes in the remaining teams. A detailed job function analysis was performed for all clinical and non-clinical users of the three pilot teams and confirmed that need-to-know access was appropriate for all professional staff with reduction opportunities for some program support staff. Appropriate changes to the PARIS access model are being made to reflect these findings.</p>	Fully or substantially implemented



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 2: Multiple layers of security be implemented. In particular:</p> <ul style="list-style-type: none"> ◆ firewall and router controls should be strengthened; ◆ standards to secure all systems should be developed; ◆ additional firewall layers should be employed; ◆ intrusion detection systems and intrusion prevention systems should be positioned properly; ◆ timely and mandatory system patching should be carried out; ◆ regular vulnerability testing should be performed. 	Fully or substantially implemented
Actions taken, results and/or actions planned	
<p><i>The PARIS environment has been secured behind multiple layers of security as follows:</i></p> <ul style="list-style-type: none"> • Firewall and router controls have been improved to ensure that all changes are recorded and tracked. • Security standards developed (ie hardening guides) and applied to the PARIS environment. • PARIS environment now secured behind internal corporate firewalls in addition to the existing external firewalls. • Intrusion Detection/Prevention systems deployed. • Patch management policies and processes have been strengthened. • Dedicated vulnerability assessment server deployed and used to scan networks and systems. 	
<p>Recommendation 3: Comprehensive, up-to-date security policies, approved by senior management, be developed, implemented and enforced.</p>	Fully or substantially implemented
Actions taken, results and/or actions planned	
<p><i>The following policies have been developed or updated and made effective with the approval of VCH senior management as of June 2009:</i></p> <ul style="list-style-type: none"> • Information Security • Controls for Malicious Code • User Identification and Passwords • Remote Access • Wireless Networks • Internet Access • Records Retention • Access Administration • Role-based Access Control • Cellular and BlackBerry Devices • Standard Software Patches • Acceptable Use of Technology • Printing of Electronic Health Records • Auditing Access to Electronic Health Records 	



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 4: Databases be secured by:</p> <ul style="list-style-type: none"> ◆ Restricting database privileges on a “need-to-know” basis; ◆ removing continual access from vendors; ◆ securing roles; and ◆ ensuring that direct access to the database is available only to authorized users through a secure channel. <p>Actions taken, results and/or actions planned</p> <p><i>PARIS database security has been improved as follows:</i></p> <ul style="list-style-type: none"> • Database privileges have been reviewed and appropriate restrictions have been applied. • Vendors no longer have continual access (access granted on a case-by-case, as needed basis only). • Work ongoing with regards to performing the necessary system upgrades to ensure that database roles can be further secured. • All direct access to the PARIS database servers is only permitted to authorized users via a management console and only through a secure channel. 	<p>Fully or substantially implemented</p>
<p>Recommendation 5: Controls be implemented to reduce the risk of data leakage. Such controls include:</p> <ul style="list-style-type: none"> ◆ content monitoring; ◆ audit trail monitoring; ◆ properly isolating and firewalling database servers; and ◆ appropriate access to privileges. <p>Actions taken, results and/or actions planned</p> <p><i>The following new data leakage prevention controls have been implemented:</i></p> <ul style="list-style-type: none"> • System deployed to closely monitor and log PARIS database activities. • Daily auditing in place with plans underway for further enhancements to auditing capabilities. • PARIS database servers isolated and firewalled behind internal corporate firewalls. • A review of database roles was completed to ensure they are appropriate and some system privileges were removed from support staff. <p><i>Formal processes have been implemented to separate duties of support staff in the development and production environments.</i></p>	<p>Fully or substantially implemented</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 6: Logs be:</p> <ul style="list-style-type: none"> ◆ monitored regularly and all pertinent information collected from them; ◆ managed to allow for proper analysis; ◆ secured from tampering; and ◆ positioned properly to ensure they are effective in preventing and detecting attacks, troubleshooting and tracing activity. <p>Actions taken, results and/or actions planned</p> <p><i>The logging environment has been improved as follows:</i></p> <ul style="list-style-type: none"> • Critical logs stored and analyzed by enterprise SIEM (Security Incident and Event Management) system. • SIEM environment collects and correlates logs from multiple sources to allow for quick detection of attacks and configuration problems. • All logs are securely stored in the SIEM environment to protect from tampering. • SIEM environment monitored by IMIS Security Services staff. 	<p>Fully or substantially implemented</p>
<p>Recommendation 7: To address improper access maintenance:</p> <ul style="list-style-type: none"> ◆ application, network, operating system and remote access accounts be properly managed to ensure that only authorized users have access; and ◆ processes be followed to ensure access is removed promptly when users no longer require access because of employment status changes. <p>Actions taken, results and/or actions planned</p> <p><i>Account management controls have been improved as follows:</i></p> <ul style="list-style-type: none"> • Remote access account provisioning/de-provisioning processes have been strengthened. • Access maintenance procedures have been enhanced and implemented. Procedures are in place to ensure that PARIS access accounts are managed and documented and that only authorized users have access. • All current PARIS accounts have been validated to ensure accuracy and ongoing processes and procedures have been put in place and/or enhanced to validate the staff membership on PARIS teams with authorized managers/delegates on a regular basis. In addition, processes have been implemented to validate staff access against payroll records and to receive termination notices when a staff member leaves the organization and updates are regularly made in PARIS. 	<p>Fully or substantially implemented</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 8: Access methods that could potentially allow unauthorized entry into the network be removed or secured. In particular:</p> <ul style="list-style-type: none"> ◆ remote access servers allowing dial-in access should be disconnected; ◆ network access should be disabled for all unaccounted-for laptops; ◆ network access points in common areas should be better controlled; and ◆ VPN access should be properly restricted. <p>Actions taken, results and/or actions planned</p> <p><i>Network access controls have been improved as follows:</i></p> <ul style="list-style-type: none"> • Remote Access Servers dial-in servers have been decommissioned. • AD accounts for all unaccounted laptops have been disabled. • Analysis is ongoing with regards to better securing network access points in common areas. • VPN access controls have been strengthened. 	<p>Fully or substantially implemented</p>
<p>Recommendation 9: To address inadequate traffic control on the internal network:</p> <ul style="list-style-type: none"> ◆ servers should be positioned in different network segments with proper traffic filtering; and ◆ access control restrictions should be implemented to permit only legitimate traffic to reach critical servers. <p>Actions taken, results and/or actions planned</p> <p><i>The following network traffic controls have been implemented:</i></p> <ul style="list-style-type: none"> • PARIS database and middle tier servers isolated from the network behind internal corporate firewalls. • Access to/from PARIS servers is restricted to only legitimate traffic. 	<p>Fully or substantially implemented</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 10: An appropriate record classification, retention and disposal scheme be developed, approved and implemented to identify and subsequently remove or archive records on a regular basis.</p> <p>Actions taken, results and/or actions planned</p> <p><i>VCH has developed a Records Retention policy as of June 2009 setting out retention periods for various types of records including health records. It also sets out standards for the secure disposal of confidential information contained on various media. VCH has established a committee to explore possibilities for the archiving of information in PARIS. Archiving is not currently a feature available in PARIS and would likely require significant changes to PARIS in order to implement. Any archiving process developed for PARIS must take into consideration that different types of health information will have differing degrees of relevancy over time. For example, immunization histories remain relevant over long periods of time while other types may not. Such archiving processes must also not impede access to historical information where such information is relevant and necessary to a client's care.</i></p>	<p>Partially implemented</p>



**Report 4, 2009/10 - British Columbia Crown Corporations
Executive Compensation Arrangements: A Work in Progress**

As at July 2010

Introductory comments from the Public Sector Employers' Council

Since receiving the Auditor General's (OAG) report, government has accepted all its recommendations, consulted widely on the audit and government's response and expectations related to practices in this area, and implemented the recommendations. In addition, it has reported on its response to the report and the state of its implementation to the Select Standing Committee on the Public Accounts.

Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: Government ensure appropriate mechanisms are in place to resolve executive compensation issues with Crown corporations.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The Public Sector Employers' Council (PSEC) has met since the OAG report to discuss, among other things, executive compensation and the OAG report.</i></p> <p><i>As noted in the OAG report, the Crown Corporation Employers Association has been rejuvenated. It is now an important link in communications between Crown corporations and government, including communications related to executive compensation.</i></p>	<p>Fully or substantially implemented</p>
<p>Recommendation 2: Government improve its compensation proposal submission and approval requirements and maintain a formal record of all decisions made.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Government has implemented this recommendation as it relates to improved record-keeping for requests for approval of compensation plans and the associated responses. Public sector employers to which these guidelines apply have lines of business ranging from post-secondary education to health care to electrical power generation and transmission to vehicle insurance. Rather than develop a standard form for the diverse array of public sector employers subject to the Public Sector Employers Act, PSEC has put guidelines on its website and updated these recently. In addition, PSEC Secretariat supports employers seeking approvals to ensure that necessary information is present in their requests. PSEC has also placed guidelines and best practices related to performance pay on its website in response to an observation in the OAG report. These guidelines are a useful resource to all employers, not only those in the public sector.</i></p>	<p>Alternative action taken</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 3: Government put adequate monitoring systems in place to ensure compensation plans are followed as approved.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Following annual public disclosure of executive compensation, PSEC now performs a comparison review of public sector employers to ensure that compensation paid is within approved compensation plans. This is done using a standard audit sampling technique.</i></p>	Fully or substantially implemented
<p>Recommendation 4: Crown corporations offering performance-related pay as part of executive compensation conduct periodic reviews to ensure these programs continue to achieve intended objectives.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The OAG report found that this is common practice. Government has been meeting with public sector employer associations and selected employers to move this from a common to a universal practice. Implementation of this recommendation has been reinforced by a new requirement that boards endorse annual executive compensation disclosures as being accurate and within approved compensation plans. It is further reinforced by employer performance review cycles and practices.</i></p>	Partially implemented
<p>Recommendation 5: Crown corporations offering performance-related pay as part of executive compensation develop performance measures that reflect the corporation's long and short-term objectives, and include measures that promote team and corporate results.</p> <p>Actions taken, results and/or actions planned</p> <p><i>When it has met with employers and employer associations, PSEC Secretariat has emphasized the importance of this common practice becoming universal among public sector employers using performance pay.</i></p> <p><i>This is reinforced by the new disclosure requirements that the performance resulting in the awarding of performance pay be included in disclosures along with the amount of the performance pay. It is also emphasized in a guideline on performance pay on the PSEC website.</i></p>	Partially implemented



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 6: Government require Crown corporations that offer performance-related pay as part of executive compensation to clearly demonstrate and document the link between performance payments and actual performance.</p> <p>Actions taken, results and/or actions planned</p> <p><i>This recommendation was implemented with the July 8, 2010 public sector executive compensation release. In addition to Crown corporations, its implementation encompassed all employers subject to the Public Sector Employers Act that use performance or incentive pay as part of their compensation plans. Disclosed executive compensation material now includes a description of the performance linked to the performance pay.</i></p>	<p>Fully or substantially implemented</p>
<p>Recommendation 7: The information included in public disclosures of Crown corporation executive compensation be reviewed by the Public Sector Employers' Council Secretariat to ensure the information complies with reporting guidelines.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The period between executive compensation information being provided to government and its being publicly disclosed has been increased slightly to allow staff to ensure that it complies with requirements. This was implemented with the July 8, 2010 release of this information.</i></p>	<p>Fully or substantially implemented</p>
<p>Recommendation 8: The Chair of Crown corporation boards sign executive compensation disclosure statements, providing assurance that executive payments are in accordance with board-approved compensation plans.</p> <p>Actions taken, results and/or actions planned</p> <p><i>This recommendation was fully implemented in the July 8, 2010 public sector executive compensation disclosure. It was applied to all employers subject to the Public Sector Employers Act, not only Crown corporations.</i></p>	<p>Fully or substantially implemented</p>

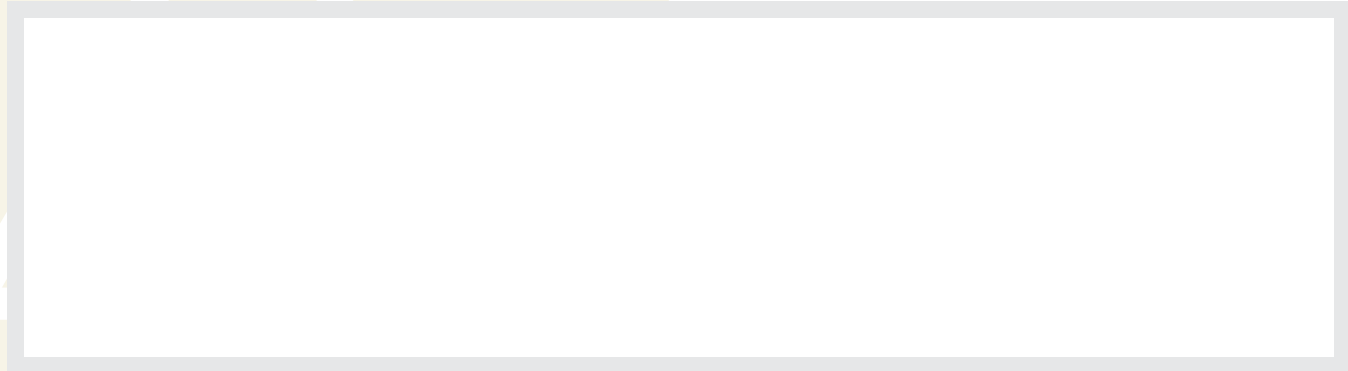
SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 14, 2008/09 – BC Arts Council Grant Administration

As at January 2010

Introductory comments from BC Arts Council



Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: The BC Arts Council ensure that all grant programs are advertised and that complete information is provided to, and requested from, applicants.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Completed update of website to ensure that all program details are available to interested artists and organizations.</i></p> <p><i>All funding provided through programs with full disclosure of guidelines and application forms (September 2009)</i></p>	Fully or substantially implemented
<p>Recommendation 2: The BC Arts Council put procedures in place to ensure that the eligibility and need of an applicant is confirmed and documented.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Each application is reviewed for eligibility. Ineligible applications are coded as such, discussed by Management Committee and applicants are informed that the request will not proceed to adjudication.</i></p> <p><i>No ineligible applications are reviewed by peer assessment process. (Winter 2008/09)</i></p>	Fully or substantially implemented



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 3: The BC Arts Council ensure that staff have sufficient skills to review and assess financial information provided by applicants.</p> <p>Actions taken, results and/or actions planned</p> <p><i>A training program was developed with an accountant based in Vancouver. Questions were raised regarding in-house capacity to deliver training.</i></p> <p><i>Plan to renew contact with contract instructor to deliver tailored program in 2010/11.</i></p>	<p>Partially implemented</p>
<p>Recommendation 4: The BC Arts Council adequately document, for each application, the rationale supporting decisions to support or deny funding, and where funding is granted, justification for the amount approved.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The scores, rankings and funding allocations resulting from each grants panel are signed off by members of the panel and are stored on line.</i></p> <p><i>Clear records of the response to each application according to the stated assessment criteria. (April 2009)</i></p>	<p>Fully or substantially implemented</p>
<p>Recommendation 5: The BC Arts Council enter into funding agreements for each large grant and all grants given out over several years.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Commencing in fiscal 10/11, the BCAC will review all funding arrangements, and issue funding through STOB 80 Transfers Under Agreement (TUA) as opposed to STOB 77 Grants, wherever practical.</i></p> <p><i>BCAC to reevaluate their relationship with the large, regularly funded arts organizations (often referred to as the G8 organizations), and determine where transfers under agreement would work and what conditions might be considered in strengthening this relationship.</i></p>	<p>Partially implemented</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 6: The BC Arts Council ensure that provision is made for the recovery of funds that are unspent or used for purposes other than those approved, where funding agreements are used.

Partially implemented

Actions taken, results and/or actions planned

As noted in #5 above, plans underway to review all funding arrangements.

Commencing in fiscal 2010/11, wherever TUA's can be established, provision of funding will be contingent on deliverables being met.

Recommendation 7: The BC Arts Council ensure that all funding allocations are included in quarterly funding reports to the Arts Council board.

Fully or substantially implemented

Actions taken, results and/or actions planned

New system implemented to ensure that the results of each competition are prepared for inclusion in the quarterly meeting materials for Council.

Council is provided with details of all awards provided with Council's funding in a timely fashion. (April 2009)

Recommendation 8: The BC Arts Council require proper documentation supporting the review of each grant file.

Fully or substantially implemented

Actions taken, results and/or actions planned

The Audit reinforced that the paper files are the record for each application.

Each file is complete with all required documentation. (April 2009)



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 9: The BC Arts Council make efforts to recover any overfunding.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Direct immediate action is taken when overfunding is detected.</i></p> <p><i>Council has recovered funds in 2 cases where overfunding occurred. (March 2010)</i></p>	Fully or substantially implemented



Report 16, 2008/09 – Homelessness: Clear Focus Needed

As at July 2010

Introductory comments from Ministry of Housing and Social Development

The provincial government continues to demonstrate leadership through action to address homelessness. Through the Provincial Homelessness Initiative and MOU agreements with eight local governments, more than 5000 new and upgraded supportive housing units and beds have been committed. MOUs are fast-tracking the approval and construction of more than 1900 units of supportive housing. In May 2010, the provincial government announced an additional 1006 new supportive housing units to be built in Vancouver in partnership with Streethome and the City of Vancouver. The provincial government has also acquired 26 Single Room Occupancy hotels in Vancouver, New Westminster and Victoria, protecting and upgrading over 1560 rooms. The Homeless Outreach Program and Aboriginal Homeless Outreach Program were created to connect homeless people to housing and support services. More than 10,600 people in 50 communities have been housed since 2006. Emergency shelters now function as gateways to housing and support services; since April 2009, more than 5400 people have been helped to find housing. There are now more than 1600 permanent year-round shelter beds in 63 shelters in 33 communities. The majority of shelters operate 24/7 and provide three meals a day. Additionally, there are over 1400 Extreme Weather Response spaces available during extreme winter weather across the province.

In March 2009, the provincial government announced the Homelessness Intervention Project (HIP), which is focused on addressing chronic homelessness in five communities (Victoria, Vancouver, Surrey, Kelowna and Prince George). By aligning public agencies and ministries working with homeless individuals under a common vision, HIP has successfully ensured that chronically homeless people are housed and connected with the support services that they require in order to lead stable lives and to remain housed. HIP also recognizes the importance of local solutions to local problems, as the issues associated with homelessness vary between communities.

While significant progress has been made, there is still more to be done. The provincial government, with its local government, federal government, non-profit, and private sector partners, continues to work towards its goal of eliminating homelessness.



Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 1: Government develop a comprehensive plan to address homelessness.

Alternative action taken

Actions taken, results and/or actions planned

The provincial government demonstrates its leadership through action. BC is widely recognized as a leader for its aggressive and innovative approaches to addressing homelessness. This approach considers the unique circumstances of each community and involves the full participation of local partners.

Through the provincial housing strategy, Housing Matters BC, the provincial government is addressing a range of housing needs, from homelessness to affordable rental housing and homeownership.

Under the umbrella of Housing Matters BC, the provincial government has a multi-pronged, multi-year strategy to address homelessness. It has the following components:

- Homeless Outreach Programs which connect homeless individuals to housing and supports;
- The Emergency Shelter Program which functions as a gateway to housing and support services with most shelters now operating 24/7 and providing three meals a day;
- The purchase, renovation and stabilization of 26 single room occupancy hotels (SROs) which protects the existing housing stock;
- Working in partnership to expand the number of supportive housing units, which provide the necessary support to enable people to live in permanent housing.
- Service coordination and integration, breaking down the silos between agencies and every level of government.

On March 3, 2009, the provincial government announced the Homelessness Intervention Project (HIP). Through HIP, provincial ministries and agencies are focusing homeless efforts on the chronically homeless in five communities: Victoria, Vancouver, Surrey, Kelowna and Prince George.

HIP has:

- A common focus on priority clients;
- A performance measurement and evaluation framework with clear common targets;
- A collaborative and coordinated approach to outreach, housing and support services;
- Priority access to services and supports; and
- An information management framework.

The provincial government approach is working.

- Through the Homeless Outreach Program and Aboriginal Homeless Outreach Program more than 10,600 people in 50 communities have been housed since 2006.
- The Emergency Shelter Program now has more than 1600 permanent year-round shelter beds in 63 shelters in 33 communities. This program has helped more than 5400 people to find housing since April 2009.
- The SRO's which have been purchase and upgraded have protected 1560 rooms
- Over 5000 units of supportive housing have been built, or committed to, across BC.

As of July 19, 2010, 3100 homeless individuals have been housed across the five HIP communities.

As of July 2010, HIP has:

- Integrated, cross-agency teams in each of the five communities. Activities include outreach, intake, assessment and ongoing support to help homeless individuals get and maintain stable housing;
- Developed and implemented community action plans that reflect each community's unique characteristics;
- Developed and implemented integrated care management frameworks; and
- Developed and implementing information management frameworks.

A HIP evaluation, including lessons learned and recommendations for continuous improvement, has been initiated. (due by March 2011)

Report 16, 2008/09 – Homelessness: Clear Focus Needed



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 2: Government designate a lead agency and assign specific roles and responsibilities to all of the significant agencies involved with addressing homelessness in British Columbia.

Fully or substantially implemented

Actions taken, results and/or actions planned

The Ministry of Housing and Social Development has been designated as the lead agency to ensure that services for homeless individuals with severe mental illness and/or addictions are delivered in an integrated and timely manner. HIP is responsible for service coordination and integration between provincial ministries and various the levels of government and community agencies in Vancouver, Victoria, Surrey, Kelowna and Prince George. BC Housing develops, delivers and manages the provincial government's housing, outreach and shelter services.

Provincial agencies involved in HIP include the Ministries of Public Safety and Solicitor General, Health Services, Children and Families, Community Development and Citizens Services; the health authorities; BC Housing; and Community Living BC. HIP also works in partnership with community-based organizations such as the Greater Victoria Coalition to End Homelessness and the StreetoHome Foundation.

HIP has established governance structures with roles and responsibilities at the corporate and community level. Corporately, HIP has established a Deputy Minister/Chief Executive Officer Leadership Team; Assistant Deputy Minister/Vice President Steering Committee; and Corporate Management Team to provide direction and clear barriers. At the community level, the community action plans set out cross-ministry, agency and non-profit organization executive steering committees for increased operational integration.

The integration of support services, including mental health and addictions treatment, income assistance, life skills and employment counselling, has been a critical component of our success. Evidence supports this multi-faceted approach to help people secure and maintain housing.

All agencies within the program, policy and governance structure have a clear understanding of roles, responsibilities and accountabilities.



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 3: Government provide guidance to municipalities in collecting homeless count data consistent with the information requirements of the Province and encourage municipal participation in homeless counts.</p> <p>Actions taken, results and/or actions planned</p> <p><i>While it is difficult to get consistent data on the homeless population, the homeless counts that have been conducted in several communities are a good source of information. Data from these counts helps to plan and gauge the effectiveness of provincial initiatives.</i></p> <p><i>The government's primary concern is to improve the lives of people who are homeless or at risk of homelessness. We are concentrating our efforts on building new housing, preserving and improving existing affordable housing, coordinating housing and support services and providing outreach and shelter services to connect people with services.</i></p> <p><i>HIP is currently making aggregate data available on homeless persons housed or sheltered to its community teams to assist in planning, coordination and program management.</i></p>	<p>Alternative action taken</p>



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 4: Government gather sufficient and appropriate information on homelessness so that it can identify key gaps in services to the homeless and use this information to better inform its decisions.</p>	<p>Fully or substantially implemented</p>
<p>Actions taken, results and/or actions planned</p>	
<p><i>The provincial government, through HIP and BC Housing, measures and reports on achievements in housing the homeless. Robust data collection gives the provincial government the necessary tools to inform its decisions and assess the social and financial impacts of homelessness. This includes information on clients, the number of clients receiving income assistance and the number of clients who have been housed and remain housed.</i></p> <p><i>HIP has a performance and management plan with targets to measure progress. A common evaluation framework has been put in place to assess the effectiveness of integrated efforts. The framework includes an evaluation of:</i></p> <ul style="list-style-type: none"> <i>o Success in housing clients and ensuring they remain housed;</i> <i>o Success in improving clients' well-being and self-sufficiency; and</i> <i>o Success in reducing clients' future dependence on high cost, crisis oriented health, social and justice services.</i> <p><i>Research Agreements have been signed by partner ministries, BC Housing and health authorities to support the performance plan and evaluation framework. This includes a web based tool to collect client information, provide counts of clients housed, and track progress.</i></p> <p><i>An integrated service delivery framework, including gap assessments, has been implemented in each community.</i></p> <p><i>BC Housing's Homelessness Services Database continues to provide person-centred data management for reporting and program planning.</i></p> <p><i>HIP has produced a clear focus on data gathering and sharing, analysis of client flows, and gap assessment at the community level. In addition, the Project as a whole will be evaluated against the results-based targets in the performance and management plan. These measures will be invaluable to future planning.</i></p> <p><i>HIP continues to fully implement information sharing agreements for community teams, to help identify community level service gaps and support integrated care management.</i></p> <p><i>As of July 2010, the BC Housing Homelessness Services Database has increased its capacity to provide individual case planning. Through assessment, goal setting and referrals, service providers are better able to address the immediate and long term needs of those who are homeless.</i></p> <p><i>Data collected to date confirms the success of our programs and strategy to address homelessness.</i></p> <p><i>Currently under development, the Integrated Case Management (ICM) project will replace outdated information systems used to deliver critical social programs, including child protection services, child care subsidies, income assistance and employment programs. ICM will improve the provincial government's ability to share, protect and manage information between ministries; in turn, delivering better outcomes for clients through coordinated planning and improved access to effective services. In addition, an integrated approach to the delivery of social services will support staff in making appropriate and timely decisions.</i></p>	



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 5: Once government has defined a target for homelessness, it ensure that the breadth and intensity of its strategies and programs are consistent with that target.

Fully or substantially implemented

Actions taken, results and/or actions planned

The provincial government's goal is to eliminate homelessness.

Using a multi-pronged strategy to address the immediate and long-term needs of people experiencing homelessness, the provincial government takes action by:

- o Connecting people to housing and support services;*
- o Expanding and stabilizing existing housing stock;*
- o The provision of wrap-around services and supports; and*
- o Integrating service delivery which improves client flow and supports partnership.*

Actions taken include:

- o The launch of HIP in March 2009, focused on addressing chronic homelessness in five communities;*
- o Specialized community assistance program pilots implemented in HIP communities to provide life skills and pre-employment support to formally homeless persons;*
- o Continued development of over 5000 new and upgraded supportive housing units and shelter beds completed through the Provincial Homelessness Initiative and MOU's with local governments;*
- o Partnership with the Streethome Foundation and the City of Vancouver to provide 1006 new supportive housing units on 8 sites;*
- o The creation of the Supportive Housing Registration service, offering a single point of access for applicants seeking low barrier supportive housing in the provincial government's 24 Single Room Occupancy hotels in Vancouver. The service will be available province-wide in Fall 2010; and*
- o Vancouver's Downtown Community Court, offering offenders support and services, such as health care, housing or help with obtaining income assistance.*

Results confirm the breadth and intensity of the provincial government's strategy and actions are working.

As a first step, HIP focused on reducing chronic homelessness in the five HIP communities. HIP's strategies and actions are all designed to meet that goal. Since Homelessness: Clear Focus Needed was released, HIP's targets have been met.

The Emergency Shelter Program, Homeless Outreach Program and Aboriginal Homeless Outreach Program continue to connect homeless individuals across the province with stable housing and supports. In 2009/10, 89% of homeless individuals accessing housing remained housed six months after placement.

The successes, information gathered, and lessons learned through HIP inform and support the strategies intended to achieve the provincial government's goal of improving client flow and identifying service gaps. For example, information gathered through HIP resulted in a partnership between the Ministries of Health Services and Housing and Social Development, in collaboration with three health authorities and BC Housing, for housing to prepare individuals for treatment at the Burnaby Centre Mental Health and Addictions, as well as for individuals in need of residential care after treatment.

Results of the 2010 City of Vancouver homeless count demonstrate there has been a significant reduction in street homelessness and an increase in the number of shelter users.



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 6: Government strengthen its approach to preventing homelessness by taking steps to ensure that people leaving health care services, child protection and correctional facilities are not homeless upon their release.

Partially implemented

Actions taken, results and/or actions planned

Protocols are already in place to ensure that clients are not discharged to the street. Discharge planning from health care services and correctional facilities is being assessed with a view to identify gaps and strengthen processes.

The Ministry of Children and Family Development has led the development of Cross-Ministry Transition Planning Protocol for Youth with Special Needs to ensure a coordinated process for youth transitioning to adulthood. Government ministries and agencies include MCFD, the Ministries of Housing and Social Development, Advanced Education and Labour Market Development, Education, Health Services, Public Safety and Solicitor General, BC Housing and Community Living BC.

Through a multi-ministry and agency partnership, the provincial government has opened 44 beds at Riverview sites to create transitional housing for people leaving the Burnaby Centre for Mental Health and Addictions.

A working group of signatories is currently implementing the Cross-Ministry Transition Planning Protocol for Youth with Special Needs.

The Integrated Offender Management pilot project links community and correctional staff with high risk offenders identified at risk of homelessness, helping to secure housing upon release.

Recommendation 7: Government improve its reporting related to homelessness so that the public and Legislature can understand its extent and whether or not progress is being made.

Fully or substantially implemented

Actions taken, results and/or actions planned

The provincial government regularly measures and reports on its progress related to homelessness. As noted, HIP includes a performance and management plan with targets to measure progress. A reporting process has been implemented. BC Housing measures and reports on performance related to homelessness within the agency Annual Report and Service Plan publications.

Ensuring data is complete and accurate is a primary focus of the provincial government.

An evaluation of HIP will be undertaken (March 2011).

BC Housing will continue to publically report on issues around addressing homelessness through comprehensive performance measurements and documentation.

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 10, 2008/09 – A Major Renovation: Trades Training in British Columbia

As at July 2010

Introductory comments from Ministry of Advanced Education and Labour Market Development

This report on progress has been prepared jointly by the Ministry of Advanced Education and Labour Market Development (Ministry) and the Industry Training Authority (ITA), as a follow-up to the November 26, 2008 report by the Office of the Auditor General entitled "A Major Renovation: Trades Training in British Columbia".

The following information details the actions taken since the last self-assessment progress update as of January 31, 2010. This report demonstrates the continuous progress in implementing the recommendations from the Auditor General's review of the trades training system in British Columbia. The Ministry and the ITA remain committed to working collaboratively with our system partners to ensure that the province's industry training system continues to grow and improve in order to meet the needs of British Columbians and the economy.

Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
Recommendation 1: The Industry Training Authority develop an action plan in consultation with key stakeholders to address the issues we have identified in this report.	Fully implemented
Recommendation 2: The Industry Training Authority consult with industry training organizations and industry to clarify roles and responsibilities and revise its policies and guidelines accordingly.	Fully implemented
Recommendation 3: The Industry Training Authority consult with industry training organizations and industry to determine the costs associated with each required responsibility and ensure that the funding model is appropriate and sustainable.	Substantially implemented
Recommendation 4: The Industry Training Authority develop a comprehensive quality assurance program to help safeguard the quality of trades training. This should include good practice guidelines on how to develop occupational analyses, program outlines and program profiles.	Substantially implemented
Recommendation 6: The Industry Training Authority, the Ministry of Advanced Education and Labour Market Development and the colleges work together to produce high-quality information for assessing demand for trades training.	Substantially implemented
Recommendation 7: The Industry Training Authority, the Ministry of Advanced Education and Labour Market Development and the training providers work together to periodically assess the capacity of the trades training system to meet demand, and address any issues or opportunities identified.	Fully implemented
Recommendation 11: The Industry Training Authority improve its record management to ensure it can easily access key participant information when needed.	Substantially implemented



Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 5: The Industry Training Authority strengthen its compliance monitoring mechanisms to provide greater assurance that training providers and apprenticeship sponsors are following program standards.

Fully or substantially implemented

Actions taken, results and/or actions planned

Standards compliance monitoring of training provision has been further strengthened in the last six months by the introduction of enhanced resources and procedures for exam result data collection/analysis and through the inclusion of continuous improvement as a key accountability for a new senior executive responsible for training delivery oversight.

A reorganization of the ITA's Customer Service Department resulted in the creation of a management position responsible for assessment/examinations with responsibility for analysis and dissemination of aggregate exam results to training providers and Industry Training Organizations (ITO's). The information will fuel a continuous improvement loop that will point to areas in potential need of attention.

A draft Memorandum of Understanding (MOU) is being developed between the ITA and the Private Career Training Institutions Agency of BC (PCTIA). While the ITA retains responsibility for the designation of training providers, this MOU will authorize PCTIA to manage the designation process for private trades training providers to ensure they have the required personnel, equipment and curriculum to provide instruction in ITA-designated programs. It is anticipated the MOU will be signed in the early fall after which the designation process for private trades training providers will be further strengthened to be as rigorous and consistent as the process for any type of private training provider in British Columbia.

Based on the assessed level of risk, a complaint based system in combination with other feedback mechanisms, such as surveys and exam marks, is already leading to continuous improvement.

The ITA is nearing completion of a year-long initiative, in collaboration with training providers and ITO's, called the Standards Improvement Project (SIP). It has involved creating, reviewing and updating the guidelines for developing ITA industry training programs from inception to implementation and has included process flow maps, support tools, templates and procedures. A component of the initiative has been to extend the implementation timelines with training providers for new or changed program standards, and to engage trainers early on to ensure changes to programs can be reasonably and effectively implemented.



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 8: The Industry Training Authority and the Ministry of Advanced Education and Labour Market Development work with the colleges to ensure funding decisions are informed by a proper understanding of what it costs to deliver trades training.

Partially implemented

Actions taken, results and/or actions planned

In 2007, the ITA made a commitment to the universities, colleges and institutes that it would review the price bands used by ITA to establish program funding to training institutions – to ensure that funding to training institutions closely reflected their costs – once the institutions could provide information on those costs.

Trades Training BC, an umbrella organization representing the province’s public trades training providers, has recently initiated a study on the costs of delivering trades training. The project will be conducted in two phases: (1) establish a project charter, in consultation with the ITA, government and public training institutions, that will set the scope of the project, outcomes, budget and timeframe; and (2) conduct the project, based upon the project charter. The timeframe for phase 1 is for a report (the charter) to be presented to the Trades Training BC Board on September 20, 2010; phase two will be completed according to the requirements of the project charter (the target completion date for phase 2 is prior to the end of fiscal 2010/11).

The information provided by Trades Training BC, as a result of this project, will help inform funding decisions made in subsequent planning cycles.

Recommendation 9: The Ministry of Advanced Education and Labour Market Development ensure that its funding allocations to public colleges for the purposes of supporting trades training are coordinated with the Industry Training Authority.

Fully or substantially implemented

Actions taken, results and/or actions planned

Program Planning

The Ministry worked extensively with the ITA in spring 2010 prior to finalizing the allocation of 2010/11 trades training spaces (Skills seats) to reduce Foundation training program waitlists. This coordinated approach precluded any duplication of funding and resulted in approval of all requested funding for Skills seats across the public training system.

Capital Planning Staff from the Ministry and the ITA met in July, 2010 to share information on planning processes and to explore opportunities for coordination of trades training and associated capital needs. As a result of this meeting, a number of steps will be taken in 2010/11 to further improve coordination:

- The Ministry has provided the ITA with the template that is used by the public post-secondary institutions for capital project planning. ITA will review the capital plan template and may provide input that could assist all parties with regard to capital planning for trades training.*
- In fall 2010, the ITA will share with Ministry staff the planning assumptions for training plan operating budgets for 2011/12 so that it may inform capital planning processes.*
- The Ministry will provide several opportunities for the ITA to provide input into the capital planning process for trades related projects (e.g., capital projects being considered, notionally approved projects, and during business case review).*
- In addition, the ITA and the Ministry will be exploring the feasibility of a study to examine trades training equipment needs.*

Report 10, 2008/09 – A Major Renovation: Trades Training in British Columbia



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 10: The Industry Training Authority improve the internal controls it applies to the calculation of its performance measures, and clearly and explicitly disclose its performance reporting definitions, sources and calculation methodologies.

Fully or substantially implemented

Actions taken, results and/or actions planned

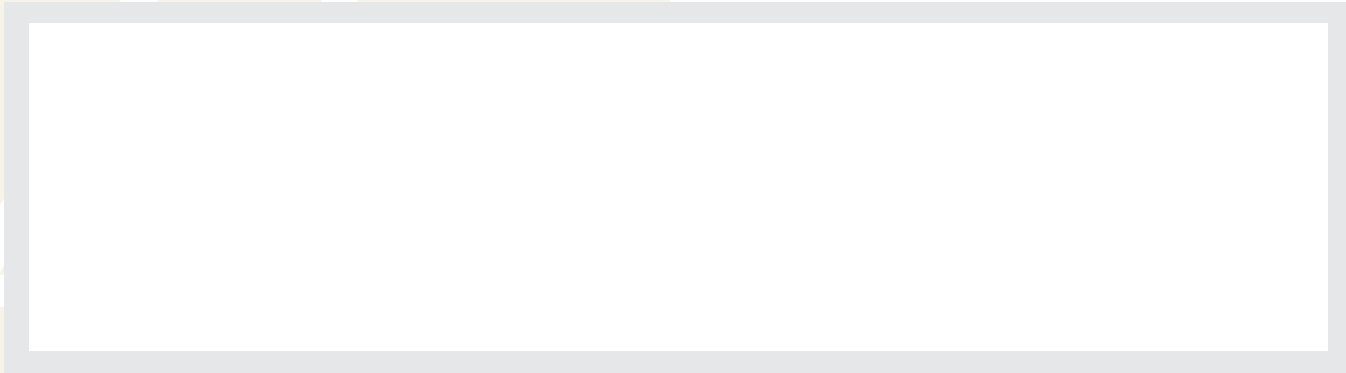
Capacity issues have been resolved and monthly performance measures are now being reported by mid month following the reporting period. In addition, a member of the senior management team is coordinating a review to identify and remedy areas of risk in data maintained in ITADirectAccess. Areas of Risk impacting performance reporting have been identified and a plan has been implemented to improve data quality in these areas, including contracting training providers so ITA staff can update apprenticeship records.



Report 12, 2008/09 - Planning for School Seismic Safety

As at July 2010

Introductory comments from Ministry of Education



Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
Recommendation 5: The ministry and boards of education work together to ensure future seismic projects are integrated into a long-term capital planning framework.	Substantially implemented

Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 1: The ministry identify how much of the program it can deliver within the available budget, and use this information to confirm future priorities and funding for the structural program.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: The Ministry has worked with APEGBC and UBC to complete risk assessment of all schools in seismic zones. APEGBC/UBC completed development of the enhanced risk calculator tool based on research and analysis of the performance of over 30 building types during the three types of seismic activity (subduction; subcrustal; crustal). The Ministry engaged a quantity surveyor experienced with school seismic projects to provide a global estimate of the upgrade costs by risk category. Typical structural costs and soft costs were included in the estimates.</i></p> <p><i>Planned: The new assessment data will be used to prioritize future seismic upgrading projects, and estimate the overall costs to complete the program. The focus of remediation will be on high-risk blocks within individual schools. Funding can be more strategically directed at those structural elements in the schools which are of the highest priority for seismic upgrading using life-safety criteria.</i></p>	Partially implemented



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 2: The ministry confirm whether the current levels of funding to school districts for non-structural remediation are sufficient to address non-structural needs.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: The Ministry has engaged expert consultant (VFA Canada) to complete a building condition assessment of all public schools in the province. UBC assisted VFA in developing assessment methodologies based on Canadian Standard CSA-S832 to evaluate non-structural building components. VFA has completed assessment of approximately 40% of all schools, and will record the status of non-structural upgrades for all public schools in seismic risk zones.</i></p> <p><i>Planned: A program of implementation of non-structural projects and strategies, including the level of funding required, and strategies for monitoring and tracking completed work, will be determined over the coming year. Non-structural deficiencies in high risk blocks will be addressed as structural upgrades are implemented; non-structural work is included in the structural cost estimates.</i></p>	<p>Partially implemented</p>
<p>Recommendation 3: The ministry consolidate its current risk management activities into a comprehensive risk management framework, including the monitoring of significant external risks.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: The Ministry has engaged APEGBC, working with the Canadian Society of Civil Engineering and the UBC Soder Business School to assist with development of the risk management framework. Improvements to the Ministry's capital asset management framework will enable better management of risk on approved capital and seismic projects.</i></p> <p><i>Planned: As framework is fully developed, communicate seismic risk reduction framework to public schools.</i></p>	<p>Partially implemented</p>
<p>Recommendation 4: The ministry:</p> <ul style="list-style-type: none"> ♦ make it a matter of urgency to implement a program delivery model and commit sufficient resources to it; and ♦ fully evaluate all options before deciding on how the program will be delivered. <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: The Ministry provided additional resources to the Vancouver School Board for a comprehensive review of 60 of its schools in recognition of the complexities of its long range facilities plan. This comprehensive planning methodology will serve as a template for other large school districts. Based on findings from the Clay Brick Pilot Analysis, the Ministry will consider additional capital funding to expedite the construction phase of two VSB schools as the next phase of the project.</i></p> <p><i>Planned: The VSB comprehensive plan will form the basis for comprehensive planning and program delivery in all seismic-zone districts. The Clay Brick Pilot Analysis will be initiated in 2010.</i></p>	<p>Partially implemented</p>



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 6: The ministry require boards of education to collect information about the progress and status of non-structural mitigation programs, and use this information to assess whether the status and rate of progress of non-structural mitigation is acceptable and whether funding is adequate.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: VFA Canada has been engaged to complete a building condition assessment of all public schools in the province. Data recorded will include the status of non-structural upgrades for all schools in seismic-risk zones.</i></p> <p><i>Planned: Non-structural deficiencies in high risk blocks will be addressed as structural upgrades are implemented; cost is included in structural cost estimates. The level of funding required, the program for implementation of non-structural projects, and monitoring strategies for progress and completion will be determined in the next year.</i></p>	<p>Partially implemented</p>
<p>Recommendation 7: The ministry work in partnership with boards of education to develop and implement an information plan that will inform the public about seismic hazard, risk and the constraints around the program, and give the public opportunities to provide input on future program objectives and priorities.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Action to date: School districts have been informed of advances in research and analysis, and resultant updated risk assessments. Web-based materials regarding school seismic risk and program status updates are under development for public access, and to encourage public engagement.</i></p> <p><i>Planned: As enhanced risk assessments are completed, APEGBC and UBC will assist the Ministry by providing technical support in the development of the Ministry's communication strategies; and in the development of web-based materials for public access to be coordinated between the APEG School Seismic Upgrade Program website and the Ministry website on the school seismic upgrade program. This will provide direct public access to seismic hazard and risk materials, enabling a better informed public.</i></p>	<p>Partially implemented</p>

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 6, 2008/09 – Interior Health Authority: Working to Improve Access to Surgical Services

As at July 2010

Introductory comments from the Interior Health Authority

Interior Health is pleased to provide this update on the recommendations from the Office of the Auditor General of BC report Interior Health Authority: Working to Improve Access to Surgical Services. Since the last update, many initiatives have been started to address outstanding recommendations and move the organization forward in the delivery of service to our patients. Many of the outstanding recommendations have required long term planning and strategies that are not quickly implemented in a health authority of this size. Our health authority is committed to continuing to move forward in all areas of service delivery to ensure we provide needed health services in a timely, caring and efficient manner, to the highest professional and quality standards.

Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
Recommendation 1: The Interior Health Authority put in place a focused approach to human resource planning for surgical services, including succession planning.	Substantially implemented
Recommendation 2: The Interior Health Authority provide direction for surgical services by clarifying the Surgical Council's role in developing a regional surgical program.	Substantially implemented
Recommendation 4: The Interior Health Authority standardize equipment and surgical policies and practices as appropriate across all sites that provide surgical services.	Substantially implemented
Recommendation 5: The Interior Health Authority develop a standardized basic orientation program for surgical services staff.	Substantially implemented
Recommendation 6: The Interior Health Authority undertake a formal assessment of training needs of surgical services staff and use the results to support continuing education.	Fully implemented
Recommendation 9: The Interior Health Authority implement a standardized patient incident tracking and reporting system.	Fully implemented
Recommendation 10: The Interior Health Authority clarify the role of the Surgical Council in advancing patient quality and safety and how that role integrates into the quality management structure.	Fully implemented
Recommendation 12: The Interior Health Authority report to the public on their performance including that of surgical services.	Alternative action taken



Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 3: The Interior Health Authority assess the adequacy of the various methods used at individual sites to allocate surgical time.

Partially implemented

Actions taken, results and/or actions planned

The IH Surgical Council has recommended the formation of a small working group to determine principles and priorities for allocation of operating room (OR) time amongst specialties. Interior Health (IH) has prepared information for both Service Area and Tertiary Service Hospitals. Preliminary reports were prepared in Spring 2010 and circulated to IH Leads for review and comment. These reports are currently being updated and finalized. The reports utilize PICIS OR Manager data and Discharge Abstract Data to assist facilities with planning and monitoring of surgical services focusing on the areas of operating room efficiencies, waitlist management, operating room time utilization and surgical volumes. The BC Provincial Surgical Advisory Council has developed a new process for assessing the urgency and timeliness of surgical services for patients. This new model will be implemented in the fall 2010 at which time IH will be in a better position to evaluate if internal resource allocation will allow hospitals to meet new wait time criteria. This information will form the basis of future discussions on allocation of both existing and new operating room time available.

Recommendation 7: The Interior Health Authority develop and implement an authority-wide continuing medical education program.

Alternative action taken

Actions taken, results and/or actions planned

CME is a requirement for medical professionals to maintain their license. IH has not focused specifically on the development of a CME program, but has been working on creating stronger connections with physicians for internal planning and operational changes. In particular, physicians are being linked into our operational structures and committees to ensure they are informed and provided with an opportunity for input on surgical services initiatives and planning. The IH Surgical Network has implemented standardized terms of reference for site level OR Management Committees that link to the IH Surgical Council. These OR Management Committees plan for service delivery at the site level, and provide input on health authority wide initiatives being led by the Surgical Council.

Recommendation 8: The Interior Health Authority ensure that all surgical services staff receive regular performance reviews.

Fully or substantially implemented

Actions taken, results and/or actions planned

Excluded staff receive annual performance reviews as per the IH Performance Management process. The new Performance Management process for bargaining unit staff has been fully implemented across the health authority.

Interior Health has a credentialing process in place for physicians. Education was provided for Chiefs of Staff at each site regarding their roles and responsibilities specifically related to quality assessment in October 2009. Further leadership education and training will continue in 2010/11 with a focus on medical leadership in the new organizational structure.



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 11: The Interior Health Authority assess and implement strategies using PICIS OR Manager information to better inform bed management.</p> <p>Actions taken, results and/or actions planned</p> <p><i>Strategic Information, Information Management has been using PICIS OR Manager data for analyses and reporting for surgical services projects, including:</i></p> <ul style="list-style-type: none"> • OR slate optimization using PICIS OR Manager data to analyze operating room booking practices at Kelowna General Hospital to better understand the reasons behind case cancellations and PAR pressures. Further analysis and modelling was completed around optimization of booking practices to maximize bed utilization in PAR and initial work is underway to develop a simulation model of patient flow from the OR through PAR and/or ICU and into inpatient beds. This modelling will be used to determine bottlenecks in the system and to test strategies to improve flow and smooth downstream resources. Focus is on inpatient capacity, patient discharge times, slate scheduling, and the number of day care and add on cases being performed. Final results will be available in the coming months. • OR Manager data is also being used for surgical services reporting for both Service Area and Tertiary Service Hospitals as noted in Recommendation 3. 	<p>Partially implemented</p>



**Report 13, 2008/09 – How Are We Doing? The Public Reporting of
Performance Measures in British Columbia**

As at July 2010

Introductory comments from Ministry of Finance

The Ministry of Finance is pleased to announce that all recommendations from this report have been fully or substantially implemented as at July 2010.

Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
<p>Recommendation 1: Central agencies provide guidance to organizations encouraging them to:</p> <ul style="list-style-type: none"> ♦ keep the number of performance measures they disclose in their annual performance reports to a minimum and focused on the few critical results that the intended audience of the report is expected to be concerned about; ♦ increase the number of efficiency measures they disclose in their annual performance report; and ♦ report on the accuracy and timeliness of their operations. 	Substantially implemented
<p>Recommendation 3: The Ministry of Health Services require health authorities to include all of the performance measures contained in their Government Letter of Expectations in their annual service report. Alternative reporting mechanisms should be developed for those measures in the Government Letters that have been removed from the service plan reports.</p>	Fully implemented
<p>Recommendation 4: The Ministry of Health Services define specific targets for every performance measure contained in the health authorities' Government Letters. The Government Letters include performance measures targets for each year covered by a health authorities' upcoming three-year service plan.</p>	Fully implemented



Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 2: School districts include current-year targets for all performance measures disclosed in their accountability or achievement contract reports.

Fully or substantially implemented

Actions taken, results and/or actions planned

At least one performance target appears in 80% of achievement contracts and more than one performance target appears in 66% of achievement contracts for the 2009/10 school year. This is an improvement over last year and is an area of continuing work.

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 3, 2008/09 – Management of Aboriginal Child Protection Services

As at July 2010

Introductory comments from Ministry of Children and Family Development

The Ministry of Children and Family Development (MCFD) is pleased to provide an update on further progress in implementing the outstanding recommendations of the Management of Aboriginal Child Protection Services report. MCFD continues to focus on the priority of supporting Aboriginal people to exercise jurisdiction in delivering services to their children youth and families in a manner consistent with their customs and tradition. Our supportive role in this developmental and often incremental agenda is reflected in numerous collaborative initiatives currently underway in First Nation, Métis and Urban Aboriginal communities, including MCFD involvement in new Treaty initiatives, Nation-based models of service delivery and planning for new Delegated Aboriginal Agencies. Significant progress has been made over the last two years.

Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
Recommendation 1: The ministry, in consultation with First Nations and Aboriginal organizations, determine whether transfer of all child protection services to Aboriginal agencies is still viable and, if not, adjust the service delivery approach to support some continued ministry service that meets the needs of Aboriginal children and their families.	Alternative action taken
Recommendation 2: The ministry adopt the protection standards used by Aboriginal agencies as their own for Aboriginal children and their families.	Alternative action taken
Recommendation 3: The ministry, in consultation with First Nations and Aboriginal organizations, develop and monitor measures that determine whether a child's needs are met and if good outcomes are achieved.	Alternative action taken
Recommendation 6: The ministry make a persuasive business case for the funding needed to deliver the services in an effective way.	Substantially implemented
Recommendation 7: The ministry, in partnership with Aboriginal agencies, develop Aboriginal human resources to meet the needs of both the Ministry and delegated Aboriginal agencies.	Substantially implemented
Recommendation 8: The ministry, in consultation with First Nations and Aboriginal organizations, establish an effective change management strategy.	Alternative action taken
Recommendation 9: The ministry, in consultation with First Nations and Aboriginal organizations and Indian and Northern Affairs Canada, collect and evaluate meaningful information on any child protection service delivery gaps; and find solutions to close those gaps.	Alternative action taken
Recommendation 10: The ministry provide information to the Legislative Assembly and the public on the cost, successes and challenges of the Aboriginal child welfare program, consistent with the B.C. Reporting Principles.	Substantially implemented



Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS

STATUS

Recommendation 4: Recommend the ministry, in consultation with First Nations and Aboriginal organizations, obtain province-wide, community-by-community knowledge of Aboriginal child protection needs.

Alternative action taken

The Ministry is fully engaged at the regional and provincial levels with Aboriginal Delegated Agencies representing 130 First Nations and obtains knowledge of Aboriginal child protection needs through several developmental, relationship-building processes involving various levels of engagement with Aboriginal communities. An example includes the Aboriginal Partnership Forum, wherein leaders from the Ministry, INAC and all Aboriginal Delegated Agencies gather on a quarterly basis to share information pertaining to Aboriginal Child Welfare and collaboratively develop service provision and resourcing recommendations.

The Ministry also obtains knowledge of First Nation child protection needs through involvement in the development of Nation-based models of service delivery and is also playing an increasing role at Treaty tables, developing specific solutions that can be applied to specific negotiations. For example, the Tsawwassen First Nation (TFN) recently signed the first urban treaty in Canada and exercised their authority to implement their own child and family legislation. Both TFN and MCFD expect to sign a protocol agreement to achieve the mutual goals of protecting and supporting TFN children, reducing the need for child protection intervention and minimizing the amount of time a child spends in care. The Nisga'a Fiscal Financing Agreement under their Treaty process also completed the signing of a new 5 year financing agreement to support long term planning for child protection needs at the community level.

The evolving landscape of the Aboriginal "community" - as well as the Ministry's commitment to support Aboriginal self-determination through service delivery initiatives that are developed, evaluated and driven by the Aboriginal community - supports developmental, relationship-building processes as the most appropriate method of obtaining fulsome, culturally relevant knowledge of Aboriginal child protection needs.



Recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 5: Recommend the ministry, in consultation with First Nations and Aboriginal organizations, determine the resources (including social workers and support services) required to meet those needs in a culturally appropriate way.</p> <p>Actions taken, results and/or actions planned</p> <p><i>The recently developed Framework for Aboriginal Service Delivery Change commits to aligning human resources and staff roles within the ministry to ensure we are structured to support Aboriginal children, youth and families as a top priority of the ministry. Approximately 200 Delegated Aboriginal Agency social workers have been hired to work in since the Management of Aboriginal Child Protection Services Report of April 2008, and the Ministry continues to provide annualized funding for culturally appropriate training of these workers through the Caring for First Nations Children Society.</i></p> <p><i>Further examples of MCFD - in consultation with First Nations and Aboriginal organizations - determining resources to meet needs in culturally appropriate ways include the tri-partite First Nations Directors Partnership forum, where leaders from the Ministry, INAC and all Aboriginal Delegated Agencies gather on a quarterly basis to collaboratively develop resourcing recommendations.</i></p> <p><i>A Standardized Costing Framework has been completed and is now used to help inform decisions in relation to the transfer of resources to delegated agencies following a delegated agency assuming responsibility for children previously in MCFD's care.</i></p>	<p>Fully or substantially implemented</p>

SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



Report 5, 2008/09 – Preventing Fatalities and Serious Injuries in B.C. Forests: Progress Needed

As at July 2010

Introductory comments from *Ministry of Labour and Ministry of Forests and Range*

Thank you for the opportunity to update you on our progress in implementing the recommendations from your report on forest safety. This status report provides an update on the five outstanding recommendations, and was prepared jointly by the Ministry of Labour and the Ministry of Forests and Range.

Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
<p>Recommendation 1: Government assign one ministry to lead in issuing policy direction including:</p> <ul style="list-style-type: none"> ♦ initiating regularity change; ♦ closing jurisdictional gaps; and ♦ assigning resources to meet government’s safety commitments. 	Alternative action taken
<p>Recommendation 2: The Ministry of Labour and Citizens’ Services consider how best to ensure that a robust safety infrastructure is directly supporting every forestry work site.</p>	Substantially implemented
<p>Recommendation 4: The Ministry of Labour and Citizens’ Services ensure that a mandatory prequalification requirement for all firms is put in place, ensuring that forest industry firms, regardless of the size of the entity, be required to demonstrate safe operation and organization as a precondition for working in the industry.</p>	Substantially implemented
<p>Recommendation 6: Existing health and safety regulations be more vigorously enforced by WorkSafeBC through inspections, follow up on infractions and punishment of non-compliance.</p>	Fully implemented
<p>Recommendation 7: Government leadership on safety seek direct input from other natural resource-based industries having better safety records, such as mining.</p>	Fully implemented
<p>Recommendation 10: WorkSafeBC enforce the requirement that supervision be in place for all forest workers, including fallers and truckers.</p>	Fully implemented
<p>Recommendation 11: The Ministry of Forests and Range use its powers to enforce safe use of resource roads. The Ministry should establish and participate actively in resource road user committees.</p>	Fully implemented



Recommendations addressed in previous follow-up report(s) continued...

RECOMMENDATION	STATUS
<p>Recommendation 12: Training relative to known risks should be made mandatory. For example, drivers who lack specific experience and training in driving large loads off-highway should be required by ICBC to demonstrate competency before being given independent control of such a vehicle. Fallers should be required by WorkSafeBC to demonstrate competency in danger-tree recognition, non-destructive tree evaluation, and blasting, so that they have a wider range of tools and techniques available when specific risks are present.</p>	Substantially implemented
<p>Recommendation 13: The Ministry of Labour and Citizens' Services identify, through credible third party research, safe work hour limits for high-risk forestry occupations and then regulate and enforce those limits accordingly. These limits should be made applicable to self-employed forest workers as well as those employed in the industry.</p>	Substantially implemented
<p>Recommendation 14: The Ministry of Labour and Citizens' Services consider ways to better protect all forest workers during work-time travel.</p>	Substantially implemented

Outstanding recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 3: The Ministry of Labour and Citizens' Services bring self-employed forest workers under the province's occupational health and safety regulations.</p> <p>Actions taken, results and/or actions planned</p> <p><i>An amendment to the Workers' Compensation Act is under consideration to address the accountability and protection of self-employed forest workers.</i></p>	Partially implemented

Report 5, 2008/09 – Preventing Fatalities and Serious Injuries in B.C. Forests: Progress Needed



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 5: Government consider economic incentives, outside the workers' compensation system, for rewarding safe operators. These should reach down to the smallest firms and the self-employed, to encourage faster progress toward achieving the forest worker safety goals of government.</p> <p>Actions taken, results and/or actions planned</p> <p><i>An Options Paper was drafted that examined economic incentives for rewarding safe operators outside the workers' compensation system. Paper was reviewed by the Interagency Committee on Forest Safety (ICFS). The Interagency Committee on Forest Safety agreed no other economic incentive program would be as effective as that provided by the Workers' Compensation Board's Certificate of Recognition and Injury Management/Return to Work (COR). This incentive program entitles a qualified employer i.e. a Safe Certified Company up to a 15% rebate on the injury insurance premium the employer has paid to WorkSafeBC. No further action to be taken.</i></p>	Alternative action taken
<p>Recommendation 8: Robust safety planning in all aspects of forest operations should be made mandatory by the Ministry of Forests and Range.</p> <p>Actions taken, results and/or actions planned</p> <p><i>MFR has created a Forest Worker Safety Strategy which provides strategic direction and mandate for the Ministry with respect to forest worker safety. An Action Plan to implement the strategy and the detailed plans to accomplish goals has been prepared. MFR has developed a draft Forest Worker Safety Policy to clarify and advance MFR's role in supporting a positive safety culture in the forest sector as a whole. It is currently being circulated internally for comment and to commence dialogue throughout the ministry regarding our cultural influence. The Forest and Range Evaluation Program report on Worker Safety Impacts identified a need for increased understanding of roles and responsibilities among forest workers and professionals. Many phases/components to overall forest operations exist and many parties must take on appropriate roles to address safety planning. This spectrum of engagement ensures appropriate skills, experience and knowledge are applied to the circumstance.</i></p>	Alternative action taken
<p>Recommendation 9: The Ministry of Forests and Range seek two amendments to the Foresters Act:</p> <ul style="list-style-type: none"> ◆ Make forest worker safety an explicit object of the Association of Forest Professionals under section 4 (2) ◆ Include in the definition of 'practice of professional forestry' explicit mention of competence in forest worker protection. <p>Actions taken, results and/or actions planned</p> <p><i>The Association of BC Forest Professionals (ABC FP) has amended By-law 12.7.1 which now states "members maintain safe work practices and consider the safety of workers and others in the practice of professional forestry". Section 4 (2) of the Foresters' Act provides for ABCFP members to be governed by the Act, the bylaws and its resolutions. Bylaw 12.7 has the status of provincial regulation, which makes safety consideration an obligation of ABCFP members. The ABCFP has produced Interpretative Guidelines to support its membership in the achievement of professional standards regarding consideration of the safety of workers and others. The Ministry of Forests and Range supported the ABCFP in drafting these Interpretive Guidelines, which serve as guidance to forest professionals in carrying out their legal obligations for safety.</i></p>	Alternative action taken

Report 5, 2008/09 – Preventing Fatalities and Serious Injuries in B.C. Forests: Progress Needed



Outstanding recommendations continued...

RECOMMENDATION AND SUMMARY OF PROGRESS	STATUS
<p>Recommendation 15: A lead ministry coordinate sharing and consolidation of information on fatalities, serious injuries and near-misses to support more extensive educational and enforcement activities to promote safety. The lead ministry should consolidate fatalities and injuries data and ensure that a system of comprehensive research and reporting is in place, one that covers the activities of all forest workers including the self employed. That ministry should report meaningful information to the Legislative Assembly on a regular basis to provide legislators and the public with a basis for knowing whether safety improvements are working.</p> <p>Actions taken, results and/or actions planned</p> <p><i>In fall 2009, a report was prepared which includes injury and serious injury rates covering a ten-year period in the province and in the coastal and interior regions by harvest volumes. Forest injury statistics by employer size were also provided, in addition to the frequency of types of accidents and causes of fatalities. The information was compiled from WorkSafeBC and MFR data. Also included were links to WorkSafeBC's Hazard Alerts and the BC Forestry Coroner's Office. Starting in fall 2010, this report will be updated annually.</i></p>	<p>Alternative action taken</p>