

# Children and Family Services

## Status of Recommendations

Total Recommendations	Status of Recommendations			
	Ready for Assessment	Not Ready for Assessment	>3 Years	<3 Years
4	4	0	4	0

## Recommendation summary (by report, newest to oldest)

Report Title	Number of Recommendations
<b>Report of the Auditor General—November 2020</b> <ul style="list-style-type: none"><li>› User Access Control: Improve access control processes (originally October 2014; repeated November 2020)</li></ul>	1
<b>Systems to Deliver Child and Family Services to Indigenous Children in Alberta—July 2016</b> <ul style="list-style-type: none"><li>› Enhance early support services</li><li>› Ensure a child-centred approach</li><li>› Strengthen intercultural understanding</li></ul>	3
<b>Total</b>	4

Detailed recommendation list (by report, newest to oldest)

Recommendation	When	Status
<p><b>DEPARTMENT</b> User Access Control: <b>Improve access control processes</b></p> <p>We again recommend that the Department of Children and Family Services improve access control processes for all its information systems to ensure:</p> <ul style="list-style-type: none"> <li>• user access to application systems and data is properly authorized</li> <li>• user access is disabled promptly when employees leave their employment or role</li> </ul> <p><b>Consequences of not taking action:</b> Unauthorized individuals may access the department’s systems and applications and may change or manipulate critical personal, business and financial information. Unauthorized access to financial systems could impair the integrity of financial reporting and results.</p>	<p><b>Repeated November 2020, p. 51</b></p> <p>&gt; <b>Originally reported October 2014, no. 18, p. 151</b></p>	<p><b>Ready for Assessment</b></p>
<p><b>DEPARTMENT</b> Systems to Deliver Child and Family Services to Indigenous Children in Alberta: <b>Enhance early support services</b></p> <p>We recommend that the Department of Children and Family Services:</p> <ul style="list-style-type: none"> <li>• enhance its processes so that they include the needs of Indigenous children and families in the design and delivery of its early support services</li> <li>• report to the public regularly on the effectiveness of early support services</li> </ul> <p><b>Consequences of not taking action:</b> Early supports are valuable in keeping children safely with their families and communities and not in need of intervention services. Without this programming, this opportunity is lost. The consequences for indigenous children and families can be significant.</p>	<p><b>July 2016, no. 1, p. 13</b></p>	<p><b>Ready for Assessment</b></p>

Recommendation	When	Status
<p><b>DEPARTMENT</b> Systems to Deliver Child and Family Services to Indigenous Children in Alberta:</p> <p><b>Ensure a child-centred approach</b></p> <p>We recommend that the Department of Children and Family Services improve its systems to:</p> <ul style="list-style-type: none"> <li>ensure the care plan for each Indigenous child requiring intervention services is adhered to and meets the standards of care the department sets for all children in Alberta</li> <li>analyze the results of services to Indigenous children and report to the public regularly on its progress in achieving planned results</li> </ul> <p><b>Consequences of not taking action:</b> The department is responsible for safeguarding and enhancing the well-being of all children in the province. If the department fails to develop systems to ensure Indigenous children receive the care they require, Indigenous children will continue to be disadvantaged.</p>	<p>July 2016, no. 2, p. 17</p>	<p>Ready for Assessment</p>
<p><b>DEPARTMENT</b> Systems to Deliver Child and Family Services to Indigenous Children in Alberta:</p> <p><b>Strengthen intercultural understanding</b></p> <p>We recommend that the Department of Children and Family Services continue to enhance its staff training of the history and culture of Indigenous peoples, as well as its training of intercultural understanding. The department should seek the expertise of Indigenous leaders and communities when developing the training.</p> <p><b>Consequences of not taking action:</b> Understanding Indigenous world views is a vital first step in developing respectful, productive relationships with Indigenous communities. Relationships and the decisions they support impact every individual in the organization and the children they serve, every day.</p>	<p>July 2016, no. 3, p. 24</p>	<p>Ready for Assessment</p>