

Seniors, Community and Social Services

Status of Recommendations

Total Recommendations	Status of Recommendations			
	Ready for Assessment	Not Ready for Assessment	>3 Years	<3 Years
6	1	5	3	3

Recommendation summary (by report, newest to oldest)

Report Title	Number of Recommendations
Income Support for Albertans Assessment of Implementation—March 2024 <ul style="list-style-type: none"> › Improve performance management processes (originally December 2019; repeated March 2024) 	1
Family Support for Children with Disabilities—May 2022 <ul style="list-style-type: none"> › Review and update guides to increase consistency › Further develop training processes to ensure staff have the necessary skills and knowledge › Increase consistency through effective oversight of caseworkers 	3
Control Systems at the Office of the Public Guardian and Trustee Assessment of Implementation—March 2022 <ul style="list-style-type: none"> › Improve and follow policies and procedures (originally February 2013; repeated March 2022) 	1
Report of the Auditor General—November 2020 <ul style="list-style-type: none"> › User Access Control: Improve access control processes (originally October 2014; repeated November 2020) 	1
Total	6

Detailed recommendation list (by report, newest to oldest)

Recommendation	When	Status
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Review and update guides to increase consistency</p> <p>We recommend the Department of Seniors, Community and Social Services review and update its guides to promote clarity and increase consistency when staff use judgment to assess needs and complete support planning.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	<p>May 2022, p. 6</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Further develop training processes to ensure staff have the necessary skills and knowledge</p> <p>We recommend the Department of Seniors, Community and Social Services further develop the program training and oversight processes to ensure staff obtain the necessary skills and knowledge to complete the assessment of needs and support planning consistently.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	<p>May 2022, p. 8</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Increase consistency through effective oversight of caseworkers</p> <p>We recommend the Department of Seniors, Community and Social Services improve caseworker oversight processes to increase the consistency of the assessment of needs and support planning process.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	<p>May 2022, p. 10</p>	<p>Not Ready for Assessment</p>

Recommendation	When	Status
<p>OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE Control Systems at the Office of the Public Guardian and Trustee Assessment of Implementation:</p> <p>Improve and follow policies and procedures</p> <p>We recommend that the Office of the Public Guardian and Trustee:</p> <ul style="list-style-type: none"> review and assess whether its policies are appropriate, and procedures are adequate to mitigate the risk that client assets could be mismanaged improve its processes for ensuring compliance with policies and procedures <div style="border: 1px dashed black; padding: 5px;"> <p>Consequences of not taking action: The Office is entrusted with managing property and money for Albertans who are unable to act for themselves. This means the Office manages the financial interests for some of the most vulnerable people in Alberta. The duties and responsibilities are significant, as the trustee must act with care, with integrity, and in the best interest of the person whose trust they hold. Internal controls must be established and working well to prevent or detect and correct errors in a timely manner.</p> <p>In instances where day-to-day trust administration activities and transactions do not comply with the Office’s procedures and policies, there are two important consequences. The first is that the risk that client trust funds will not be administered properly is increased. Although the dollar amount of individual errors may not be significant, many of the Office’s clients have limited income, so errors of any amount may impact them. If procedures are not followed, there is a risk that:</p> <ul style="list-style-type: none"> financial and valuable personal property assets held in trust will not be accurately documented so they can be safeguarded eligibility for benefit programs will not be reassessed periodically and pursued on behalf of the client client trust-account budgets will not be maintained to ensure spending guidelines for vulnerable clients are followed <p>The second is that it is much less efficient across the organization if work is not done correctly or completely the first time. Continually correcting errors after they have occurred instead of ensuring policies and processes are complied with in the first place puts undue stress on the organization’s systems of internal control and the staff administering them.</p> </div>	<p>Repeated March 2022, p. 33</p> <p>> Originally reported February 2013, no. 4, p. 45</p>	<p>Not Ready for Assessment</p>

Recommendation	When	Status
<p>DEPARTMENT User Access Control:</p> <p>Improve access control processes</p> <p>We again recommend that the Department of Seniors, Community and Social Services improve access control processes for all its information systems to ensure:</p> <ul style="list-style-type: none"> • user access to application systems and data is properly authorized • user access is disabled promptly when employees leave their employment or roll <p>Consequences of not taking action: 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>Repeated November 2020, p. 56</p> <p>> Originally reported October 2014, no. 18, p. 151</p>	<p>Ready for Assessment</p>
<p>DEPARTMENT Income Support for Albertans:</p> <p>Improve performance management processes</p> <p>We recommend that the Department of Seniors, Community and Social Services improve its processes to measure and report on the Income Support program's performance.</p> <p>Consequences of not taking action: There will not be enough information for Albertans to assess if the program is working and for management to analyze performance and make necessary improvements to ensure the program is achieving the desired outcomes.</p>	<p>Repeated March 2024, p. 4</p> <p>> Originally reported December 2019, p. 12</p>	<p>Not Ready for Assessment</p>