

Action Plan and Progress Assessment (APPA) for the implementation of audit recommendations from the OAG- Prepared for the Select Standing Committee of Public Accounts
Attention: Shirley Bond, Chair and Mitzi Dean, Deputy Chair of the Select Standing Committee on Public Accounts

[An audit of the Short Term Illness and Injury Plan (STIIP)] Released [01/19]

<http://www.bcauditor.com/pubs>

PAC Meeting Plan¹ 23/04/19 Prepared by: Sheldon Staszko, BC Public Service Agency
 1st APPA Update 26/02/20 Prepared by: Sheldon Staszko, BC Public Service Agency
 2nd APPA Update [DD/MM/YY] Prepared by: [Name], [Organization Name]

Reviewed by: Okenge Yuma Morisho, Deputy Minister - BC Public Service Agency
 Reviewed by: Okenge Yuma Morisho, Deputy Minister - BC Public Service Agency
 Reviewed by: [Name of Deputy Minister or Assistant Deputy Minister]

| Rec. # Accepted? Yes / No ² | OAG Recommendations | Actions Planned & Target Date(s) ³ | Assessment of Progress to date ⁴ and Actions Taken ⁵ (APPA update) |
|--|---|---|--|
| 1. Yes | BCPSA develop and maintain a high-level summary overview of available STIIP resources (training and other supports), including where they can be located, and make this easily accessible by all employees. | a) Develop and maintain an easily accessible online and print resource providing an overview of STIIP resources, training, and other supports available to supervisors and employees. Target Date: 30/04/2019 | a) Progress Assessment: Fully implemented Actions Taken & Discussion: BCPSA created and launched a dedicated webpage on MyHR providing a high-level summary overview of health, safety, and sick leave resources including STIIP. www.gov.bc.ca/MyHR/healthandsafety Developed print resources profiling the health, safety, and sick leave resources (including STIIP) available on the MyHR webpage. |

¹ The audited organization will be required to present their initial action plan at this meeting (i.e. First three columns completed for each OAG recommendation included in the audit report)

² For each recommendation, the audited organization should state whether or not they have accepted the recommendation and plan to implement it fully by typing either “Yes” or “No” under the number of the recommendation.

³ Target date is the date that audited organization expects to have “fully or substantially implemented” the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

⁴ The Select Standing Committee on Public Accounts (PAC) will request that the audited organization provide a yearly update (i.e. completed “Assessment of Progress and Actions Taken” column) until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. This is for the APPA update.

⁵ This action plan and the subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has implemented the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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|--|--|---|---|
| 2. Yes | BCPSA and ministries (working together) track employee and supervisor training uptake to enable executive to measure its staff's expertise and support the effective allocation of training resources. | <p>a) Establish a BCPSA working group to explore strategies and options to optimize the tracking and enrollment in health and safety related training for supervisors and employees. Target Date: 30/06/2019</p> <p>b) Engage a cross government learning and development committee to raise awareness and improve and sustain reporting on health and safety training within ministries. Target Date: 31/12/2019</p> <p>c) BCPSA and Strategic HR representatives will collaborate on strategies to enable ministry executives to understand the level of health and safety training of their staff to assess expertise and support the effective allocation of their training resources. Target Date: 31/12/2019</p> | <p>a) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA established a cross-functional working group to consider options to track supervisor and employee training completion.</p> <p>Developed and launched an interactive dashboard available to ministry Strategic HR (and staff with access to workforce analytics) reporting on health and safety training completion. Dashboard provides reporting on staff course completion rates with the ability to compare rates within ministry divisions/branches enabling executive to better understand the level of health and safety training of their staff.</p> <p>b) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: Consulted with the BCPSA Cross Ministry Learning and Development Committee and ministry Strategic HR on the development and functionality of the dashboard to ensure ministry analysis and reporting requirements on health and safety training were met.</p> <p>BCPSA continues to actively engage the committee and ministry Strategic HR to raise awareness of the dashboard and the reporting of health and safety training.</p> <p>c) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA engaged ministry Strategic HR and learning and development staff on utilizing the dashboard to enable their executive to better understand the level of health and safety training of their staff. BCPSA will follow up regularly with ministry Strategic HR to assess and continually improve reporting of health and safety training.</p> |

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| <p>3. Yes</p> | <p>BCPSA coordinate with ministries to:</p> <ul style="list-style-type: none"> a) clarify responsibility and accountability roles for ministry STIIP performance. b) develop STIIP performance metrics at the department/program level. c) monitor, assess and investigate STIIP performance by department/program against performance metrics. d) Regularly communicate STIIP performance findings and analysis to ministry staff. | <ul style="list-style-type: none"> a) Review and update the Accountability Framework for Human Resources Management to highlight the responsibilities and accountabilities of the BC Public Service Agency, ministries, and individual employees to ensure the effective management of health and safety across the public service. Target Date: 30/04/2019 b) Develop a STIIP measurement reporting framework to provide ministries with consistent reporting of STIIP performance metrics. Target Date: 30/09/2019 c) BCPSA to develop reporting and analysis tools to allow ministries to monitor, assess, and investigate their STIIP performance metrics by department and program. Target Date: 30/06/2020 d) BCPSA to regularly communicate utilization of the reporting and analysis tools allowing ministries to analyze their STIIP performance metrics. Target Date: 30/06/2020 and annually thereafter | <ul style="list-style-type: none"> a) Progress Assessment: Fully implemented Actions Taken & Discussion: Reviewed and updated the Accountability Framework for Human Resources Management to include “Appendix C - Responsibilities of Employees, Supervisors/Managers, Senior Executives and the BC Public Service Agency for Workplace Health and Safety Management.” The Accountability Framework for Human Resources Management and Appendix C are accessible on MyHR. b) Progress Assessment: Fully implemented Actions Taken & Discussion: BCPSA engaged in ministry consultations to better understand their requirements to monitor, assess, and investigate their sick leave and STIIP performance. BCPSA developed a sick leave/STIIP measurement reporting framework which identifies key performance measurements providing for consistent ministry review and assessment of their sick leave. The framework also outlines additional performance measures to assist the BCPSA in assessing corporate health and safety programming and to better support ministries in understanding their sick leave performance. c) Progress Assessment: Substantially implemented Actions Taken & Discussion: BCPSA is currently developing a sick leave/STIIP performance dashboard that provides real time data on key sick leave metrics. Dashboard will be available to ministry Strategic HR and staff with access to workforce analytics reporting. Planned functionality will allow ministries to monitor, assess, and investigate their sick leave/STIIP performance metrics by division/branch; review trends over time; and to measure their performance against government averages and other ministries. |
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| | | | <p>d) Progress Assessment: Substantially implemented</p> <p>Actions Taken & Discussion: BCPSA has established a health and safety performance measurement working group to establish guidelines on metric identification, reporting, and processes to respond to ministries on key sick leave/STIIP performance. The working group will also regularly engage ministry Strategic HR to provide guidance on utilizing the dashboard once launched in June 2020.</p> |
| <p>4. Yes</p> | <p>BCPSA formalize a periodic control to analyse data on identified or suspected STIIP misuse with the objective of improving preventative or detective STIIP controls.</p> | <p>a) Explore technology enhancements and make recommendations to improve tracking and reporting of information pertaining to identified or suspected misuse of STIIP. Target Date: 31/12/2019</p> <p>b) A BCPSA working group will regularly review the identified or suspected misuse of STIIP grievances and develop case summaries to support corporate learning and improve controls. Target Date: 30/09/2019</p> <p>c) Plan and deliver BCPSA community of practice forums to support shared learning in suspected STIIP misuse cases. Target Date: 31/12/2019</p> | <p>a) Progress Assessment: Substantially implemented</p> <p>Actions Taken & Discussion: BCPSA has assessed program requirements and initiated the review of technology options to improve tracking and reporting of information pertaining to identified or suspected STIIP misuse. The review is part of a broader BCPSA assessment of technology options, and a proof of concept is currently being developed to assist in the reporting of case management data. Review to be completed by July 2020.</p> <p>BCPSA has developed and subsequently reviewed current manual processes to ensure identified or suspected STIIP misuse cases are being reported and tracked effectively.</p> <p>b) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: Established a BCPSA working group to review identified or suspected misuse of STIIP grievances. Working group will meet twice annually. Initial reviews conducted in September 2019 and January 2020.</p> <p>BCPSA will develop case summaries for BCPSA case management staff to support ongoing corporate learning. Summaries will be discussed at community of practice forums and posted for future reference on internal SharePoint sites.</p> |

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| | | | <p>c) Progress Assessment: Substantially implemented</p> <p>Actions Taken & Discussion: BCPSA will hold community of practice forums twice annually to discuss identified or suspected misuse of STIIP grievances and to support shared learning amongst case management teams. First community of practice forum planned for May 2020.</p> |
| 5. Yes | BCPSA and ministries formalize a periodic review of STIIP policies, procedures, and other controls to ensure they are up to date and meeting objectives. | <p>a) BCPSA to develop and launch annual review process of corporate STIIP policies, procedures, and other controls. Target Date: 31/12/2019</p> <p>b) BCPSA and Strategic HR representatives will collaborate to develop and implement strategies enabling ministries to regularly review internal STIIP related policies, procedures, and other controls. Target Date: 31/12/2019</p> | <p>a) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA developed and launched process to review corporate STIIP policies, procedures, and other controls on an annual basis. Initial review completed February 2020.</p> <p>b) Progress Assessment: Substantially implemented</p> <p>Actions Taken & Discussion: BCPSA engaged ministry Strategic HR and internal communications staff on developing and launching annual reviews of STIIP policies, procedures, and other controls within ministries. BCPSA will follow up regularly to ensure annual reviews are conducted.</p> |

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