

**BC Community Corrections**

**Effectiveness of BC Community Corrections Released [12/11]**

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

**Initial PAC Meeting- 24/04/12**

**1<sup>st</sup> Action Plan Update 1/04/2013 Published Self-Assessment**

**2<sup>nd</sup> Action Plan Update 1/10/2013 Published Self-Assessment**

**3<sup>rd</sup> Action Plan Update 20/02/2014 Published Self-Assessment contained in June 2014 BC Auditor Follow-Up Report**

**4<sup>th</sup> Action Plan Update 01/09/2015 Published Action Plan Update contained in May 2016 BC Auditor Progress Audit Report**

Rec. #	OAG Recommendations	Action Planned	Target Date	Assessment of Progress by Entity <sup>1</sup>	Action Taken <sup>2</sup>
1.	We recommend that the division publicly report its performance in reducing the overall rate of re-offending with a discussion of the role the CCCP plays, as well as the impact a performance measure that can change over time has on confirming program effectiveness.		Completed	Fully or substantially implemented	The division now publicly reports the role that it plays in influencing re-offending, with a discussion on the use of interventions that probation officers can apply to target offending behaviour.

<sup>1</sup>The Select Standing Committee on Public Accounts (PAC) will request an update (i.e Assessment of Progress and Actions Taken column completed) on a yearly basis from the audited organization until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC.

<sup>2</sup> This action plan and their 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 accurately represented their progress in addressing the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

**Please provide your email response to:**

Attention: Bruce Ralston, Chair of the Select Standing Committee on Public Accounts

Email: [publicaccountscommittee@leg.bc.ca](mailto:publicaccountscommittee@leg.bc.ca) and [Mary.Newell@leg.bc.ca](mailto:Mary.Newell@leg.bc.ca)

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2.	<p>We recommend that the division extend its evaluation framework to understand the effectiveness of contracted service providers and community programs in reducing re-offending</p>	<p>Continue to conduct evaluations and research activities to assess the effectiveness of our programs.</p>	<p>Ongoing</p>	<p>Alternative Action Taken</p>	<p>The BC Corrections Branch’s Performance, Research and Evaluation Unit (PREv) conducts evaluation and research activities to support the Branch in assessing the effectiveness of our programs and programs in which we utilize contractors or partner with other agencies.</p> <p>Since 2012, the PREv Unit has completed the following evaluations of BC Corrections Programs:</p> <ol style="list-style-type: none"> <li>1. The effectiveness of the Drug Treatment Court of Vancouver.</li> <li>2. The effectiveness of Downtown Community Court</li> <li>3. The impact of the Violence Prevention Program</li> <li>4. An analysis of the impact of the Integrated Offender Management (IOM) Program on offender recidivism rates..</li> <li>5. A broader evaluation of the IOM program’s partnership with the Ministry of Social Development and Social Innovation-led Homelessness Intervention Project.</li> </ol> <p>The PREv Unit also has following evaluations are underway:</p> <ol style="list-style-type: none"> <li>1. The impact of Strategic Training In Correctional Supervision (STICS)</li> <li>2. The impact of The Substance Abuse Management Program</li> </ol> <p>In addition to internal evaluations, BC Corrections collaborates with academic institutions, non-profit organizations and other ministries to assess the effectiveness of a variety of shared programs and initiatives.</p>

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2 cont' d					<p>In addition to internal evaluations, BC Corrections collaborates with academic institutions, non-profit organizations and other ministries to assess the effectiveness of a variety of shared programs and initiatives.</p> <p>Where appropriate and/or requested we assist and support in the analysis of external programs for their host agency where measures of success are related to corrections clients, programs and policy. Those evaluations remain the responsibility and property of the host agency.</p>

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Detailed Action Plan - Prepared for the Select Standing Committee of Public Accounts

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3.	We recommend that the division complete a comprehensive impact assessment to determine if there are gaps between its staff capacity and caseload level currently and in the future.	The Division continues to manage the resources we have and look for opportunities to augment these based on growth and increased demand.	Ongoing	Alternative action taken	<p>In consultation with our Research and Evaluation Unit, the Division undertook a cross-jurisdictional review and determined that no validated and replicable tool exists to measure the tipping point between capacity and over capacity.</p> <p>The division has completed the development of a comprehensive assessment tool to examine staff workload and caseload level. This tool helps inform high level strategic planning and resourcing, including treasury board submissions and the Branch's capital asset management planning.</p> <p>The Division has developed a tool that allows local managers to measure average workload. They use this tool in conjunction with consideration of local unique factors to measure workload per probation officer.</p>

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4.	We recommend that the division confirm the courses required to supervise each case type and then update its policies to ensure probation officers complete the appropriate training before supervising offenders		Complete	Fully or Substantially Implemented	<p>The Division has completed a thorough review of its training program for this purpose and confirmed the specific courses that are required prior to a probation officer being assigned corresponding supervision responsibilities. An enhanced training plan and other tools have also been developed to assist community corrections Local Manager to track their staff training.</p> <p>The Division has also developed a framework to provide greater structure for local managers' quality management generally, and quality assurance activities specifically, within the office. Enforcing policies around training and ensuring that Local Managers are effectively applying the available tools is included in this framework.</p> <p>The tracking tool that monitors training completion and caseload assignment in local offices is now being used consistently across the province.</p>
5.	We recommend the division strengthen its quality assurance model to ensure it is consistently applied and provides accurate and complete information on the quality of probation officers' work.	Structure and enhanced communication with staff have been implemented to ensure policy requirements are being met and that the quantity and quality of QA work is in keeping with existing policy. Confirmation of long-term and consistent application, will satisfy the Division that this recommendation has been fully implemented	Dec 2017	Partially implemented	The Division has strengthened its quality assurance model by incorporating it as an aspect of a larger quality management framework. A structure has been developed for a yearly Quality Management Plan that has been implemented as a method of ensuring policy requirements are being met and that the quantity and quality of work is in keeping with existing policy.

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6.	Ensure that probation officers thoroughly document their rationale for risk/needs assessment ratings and how offenders' risk and needs will be effectively addressed.	Structure and enhanced communication have been implemented to ensure quality assurance requirements are being met and that probation officers are effectively applying the new Case Management Form. Confirmation of long-term and consistent use, will satisfy the Division that this recommendation has been fully implemented.	Dec 2017	Partially implemented	The Division has implemented a new Case Management Form that requires probation officers to clearly document the factors that impact the risk/needs assessment rating. This new Case Management Form also requires the probation officer to indicate the planned intervention(s) and the timeframe(s) in which they will be addressed.
7.	We recommend the division ensures offenders receive and complete interventions in their case management plans.	Structure and enhanced communication have been implemented to ensure quality assurance requirements are being met and that probation officers are effectively applying the updated policy. Confirmation of long-term and consistent use will satisfy the Division that this recommendation has been fully implemented.	Dec 2017	Partially implemented	The Division confirmed contemporary research regarding the prioritization of needs. Based on this, it updated its policy to reflect that interventions should be prioritized to reflect the offender's individual needs.  The Division has implemented the new Case Management Form outlined in recommendation #6 that provides probation officers further structure in the area of applying interventions. The new form more clearly tracks an offenders progress against each intervention.
8.	We recommend the division ensures that enforcement guidelines are consistently applied, and that all breaches are documented in compliance with policy.	The division's emphasis on quality assurance since the OAG's May 2016 Follow-Up Audit has resulted in an increase in quality assurance by Local Managers. The division will monitor this to ensure that it has been adopted on an ongoing basis before considering this recommendation Fully or Substantially implemented.	Dec 2017	Partially implemented	The Division has strengthened its quality assurance model through the introduction of a Quality Management Framework. Ensuring that enforcement guidelines are being consistently applied and that breaches are documented in compliance with policy will be addressed through this enhanced quality assurance.

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