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Chapter 38, Community Rehabilitation of Adult Offenders, 2017 Report Volume 2

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding: We recommended that the Ministry of Justice (formerly the Ministry of Corrections, Public Safety and Policing) consistently follow its policy requiring risk assessments and case plans for adult offenders to be completed within six weeks of starting community sentences. (2011 Report – Volume 1; Public Accounts Committee agreement September 23, 2014)</p> <p>Status – Not Implemented</p>	270	Partially implemented	<ul style="list-style-type: none"> In 2017 Community Corrections implemented a paper file audit on adult files, conducted twice per year to audit for compliance. In the fall, 2017 the Probation Officer/Community Youth Worker (PO/CYW) Workload Review began. In the context of the workload review, a one-week continuous improvement event was held, which focused on assessments and a one-week event focused on case management was also held. Both weeks allowed for staff input into recommending changes. The Criminal Justice Information Management System (CJIMS) system was implemented in Community Corrections in October 2015. This system continues to be updated to allow for better data tracking. As one example, the assessment date currently defaults to the data entry date with no ability to make changes to it. A system update is tentatively scheduled for September 20, 2019, which will fix this issue, allowing entry of the completion date, which will more accurately track completion within timelines. 	<ul style="list-style-type: none"> Conclusion and implementation of recommendations from the PO/CYW Workload Review, including the revised provincial assessment and case plan templates. Training required for all staff on the changes to the assessment and case plan templates. Development of new policies with updated standards will be completed following the initial evaluation period. 	<ul style="list-style-type: none"> Implementation of changes will begin in the fall 2019. Evaluation will include initial reviews at 30, 60, and 90 days following implementation . Evaluation and compliance audits will be ongoing.

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<p>Outstanding: We recommended that the Ministry of Justice (formerly the Ministry of Corrections, Public Safety and Policing) consistently follow its policy to use integrated case plans for adult offenders that coordinate rehabilitation strategies between the community and provincial correctional centres. (2011 Report – Volume 1; Public Accounts Committee agreement September 23, 2014)</p> <p>Status – Not Implemented</p>	270	Partially implemented	<ul style="list-style-type: none"> • Serious Violent Offender Response (SVOR) has been implemented in Saskatoon, North Battleford, Regina, Pelican Narrows, Sandy Bay and Deschambault Lake to provide intensive supervision and rehabilitation to very high risk violent offenders. • In 2017 the Probation Officer/Community Youth Worker (PO/CYW) Workload Review began. In that context a one-week continuous improvement event was conducted focused on case management. • In June, 2017 Saskatoon Community Corrections began in-reach services into the Saskatoon Correctional Centre. A dedicated PO/CYW attends in centre to complete an assessment on offenders who will be released to the community on an order. This allows a case manager to immediately refer clients for services upon their release. This was expanded to Regina in the summer, 2019 and Prince Albert in September, 2019. • Custody Services has Reintegration Coordinators in the four adult correctional centres to support case management and to connect offenders with Community Corrections. 	<ul style="list-style-type: none"> • Conclusion and implementation of recommendations from the PO/CYW Workload Review, including the revised case plan templates. • Training required for all staff on the case plan template. • Continued CJIMS improvements (ability to generate reports related to case plan completion). • Development of new policies with updated standards will be completed following the initial evaluation period. • At a future date, the revised case plan template will also be implemented in Custody facilities. 	<ul style="list-style-type: none"> • Implementation of changes will begin in the fall 2019. • Evaluation will include initial reviews at 30, 60, and 90 days following implementation . Evaluation and compliance audits will be ongoing.

<p>Outstanding: We recommended that the Ministry of Justice (formerly the Ministry of Corrections, Public Safety and Policing) consistently follow its supervision policy for high-risk adult offenders in the community to have required contacts with probation officers or alternatives. (2011 Report – Volume 1; Public Accounts Committee agreement September 23, 2014)</p> <p>Status – Not Implemented</p>	270	Partially Implemented	<ul style="list-style-type: none"> • All clients serving a community disposition are supervised by a Probation Officer/Community Youth Worker. In the event that a client withdraws from supervision and contact cannot be re-established, a violation report is submitted to the police requesting that the client be charged with breach of their order. • In 2017 Community Corrections implemented a paper file audit on adult files, conducted twice per year to audit for compliance. • Serious Violent Offender Response (SVOR) has been implemented in Saskatoon, North Battleford, Regina, Pelican Narrows, Sandy Bay and Deschambault Lake to provide intensive supervision and rehabilitation to very high risk violent offenders. • In 2015 Corrections began using a new data management system, Criminal Justice Information Management System (CJIMS). Since then incremental improvements have been made within the system. In 2018, a filter ability was added that allows for the capture of information related to the type of supervision. Reports on the type can now also be generated. • In 2017 the Probation Officer/Community Youth Worker (PO/CYW) Workload Review began, which included a one-week continuous improvement event focused on supervision standards. 	<ul style="list-style-type: none"> • Conclusion and implementation of recommendations from the PO/CYW Workload Review, which includes revised provincial supervision standards. • Final stages of consultation with stakeholders are currently underway. • Training required for all staff on supervision standards. • Continued CJIMS improvements (drop downs for capture of additional, detailed supervision information). • Development of new policies with updated standards will be completed following the initial evaluation period. 	<ul style="list-style-type: none"> • Implementation of changes will begin in the fall 2019. • Evaluation will include initial reviews at 30, 60, and 90 days following implementation . Evaluation and compliance audits will be ongoing.
<p>Outstanding: We recommended that the Ministry of Justice (formerly the</p>	270	Partially Implemented	<ul style="list-style-type: none"> • In 2017 Community Corrections implemented a paper file audit on adult files, conducted twice per year to audit for compliance. 	<ul style="list-style-type: none"> • Conclusion and implementation of recommendations from the PO/CYW Workload Review, which includes the revised provincial case 	<ul style="list-style-type: none"> • Implementation of changes will begin in the fall

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<p>Ministry of Corrections, Public Safety and Policing) consistently follow its case management policy to prepare regular progress reports on adult offenders in the community. (2011 Report – Volume 1; Public Accounts Committee agreement September 23, 2014)</p> <p>Status – Not Implemented</p>			<ul style="list-style-type: none"> In 2017 the Probation Officer/Community Youth Worker (PO/CYW) Workload Review began, which involved a one-week continuous improvement event focused on case management, which includes progress reports. 	<p>plan templates (progress reports are part of the case plan).</p> <ul style="list-style-type: none"> Progress reports are reflected differently in this new case plan template. Training required for all staff on the updated case plan template. Development of new policies with updated standards will be completed following the initial evaluation period. 	<p>2019.</p> <ul style="list-style-type: none"> Evaluation will include initial reviews at 30, 60, and 90 days following implementation . Evaluation and compliance audits will be ongoing.

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Chapter 39, Maintaining the Integrity of Offender Data, 2017 Report Volume 2

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding: We recommended that the Ministry of Justice follow its policy to ensure that unneeded Corrections Management Information System user access is removed on a timely basis. (2012 Report – Volume 2; Public Accounts Committee agreement June 17, 2015)</p> <p>Status – Partially Implemented</p>	276	Partially implemented	<ul style="list-style-type: none"> • The Ministry piloted a process with the Human Resources Service Centre (HRSC), Public Service Commission, to implement an automated process to receive notification of an expected staff departure as HRSC receives notification to remove the staff from payroll. • The CJIMS Support Team Mailbox was added to the HRSC automatic notification process on August 23, 2019 which provides a means for CJIMS accounts to be removed faster than traditional processes do. • Ministry conducted its own internal review in Sept 2019 and found access to CJIMS was removed within 3 days of CJIMS Support being notified but we still need to improve on taking that initial first step on notifying PSC of termination. • Ministry also reviews 3 additional reports (weekly, monthly and quarterly) to ensure access is removed. • The Deputy Minister sent a message reminding senior managers and executive coordinators of the processes to follow when employees leave their positions, highlighting the need to ensure access to all IT applications is removed in a timely manner. 	<ul style="list-style-type: none"> • Ministry will continue conducting its own internal reviews • Ministry will continue to educate all staff about IT standards and expectations: <ul style="list-style-type: none"> ○ The Ministry's IT Security Officer sends monthly security campaigns to all staff 	Fiscal 2019-20

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Chapter 3, Providing Primary Medical Care in Adult Secure-Custody Correctional Centres, 2018 Report Volume 1

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Actions for Implementation	Timeline for Implementation
<p>New:</p> <p>1. We recommend that the Ministry of Corrections and Policing deliver orientation training for the nurse manager positions in adult secure-custody correctional centres.</p>	30	Partially implemented	<ul style="list-style-type: none"> We have worked with the Nurse Managers to identify orientation/training gaps and needs for their positions 	<ul style="list-style-type: none"> We continue to work on the format and delivery of the orientation components (i.e., classroom, LEARN modules, shadow shifting, etc.). 	The ministry will complete the orientation package by March 31, 2020; thereafter this package will be provided to all nurse managers.
<p>New:</p> <p>2. We recommend that the Ministry of Corrections and Policing monitor the currency of first-aid certifications of correctional staff from adult secure-custody correctional centres.</p>	31	Implemented	<ul style="list-style-type: none"> The existing policy has been amended to clearly articulate the requirement to monitor the currency of first-aid certifications. All secure custody adult correctional centres have up-to-date first-aid certification as per policy by fall of 2018. The facilities regularly track the certification compliance and central office will audit this compliance once per year. The next audit will take place in the Sept 2019. 	n/a	n/a

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Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Actions for Implementation	Timeline for Implementation
<p>New: 3. We recommend that the Ministry of Corrections and Policing regularly update medical care policies for adult secure-custody correctional centres.</p>	32	Partially implemented	<ul style="list-style-type: none"> • Policies have been prioritized as high, medium and low. Several high priority policies have been reviewed and implemented. • A schedule has been developed and implemented to regularly update medical care policies. 	<ul style="list-style-type: none"> • Several policies are in the process of being revised and developed. • As policies are created or reviewed, the date for the next review is articulated. To date, three new policies have been developed and implemented; seven new policies currently under development; and approximately fifteen existing policies are under revision. 	Spring 2020
<p>New: 4. We recommend that the Ministry of Corrections and Policing have adult secure-custody correctional centre staff regularly update medical care directives.</p>	32	Partially implemented	<ul style="list-style-type: none"> • There is an established process at each facility for the review and update of medical local procedural directives to occur at minimum every 3 years. 	<ul style="list-style-type: none"> • A standardization of this process is under development which will be in place by March 31, 2020 	March 31, 2020

<p>New:</p> <p>5. We recommend that the Ministry of Corrections and Policing require staff to transfer inmate medical files between adult secure-custody correctional centres when it moves inmates between centres or former inmates re-enter the system.</p>	34	Partially implemented	<ul style="list-style-type: none"> • The use of electronic systems is a more preferable approach to manual transfer of paper files. Transferring files electronically would be more aligned with the Health Information Privacy Act. Electronic transfer is more efficient and safer for inmates since it ensures information is available when requested without a transportation delay. • The Ministries of Corrections and Policing and Justice have researched electronic health systems compatible with our information management system. Extensive work has been done around exploring several options of an electronic health record that best suits the needs of a correctional environment addressing areas such as functionality and the interfacing of isolated fields of health information with current security based systems (i.e., the sharing of identification photos, etc.). 	<ul style="list-style-type: none"> • A consultant was engaged and completed a business case summarizing each option with the benefit and challenges of each. Work continues to move forward in this area. 	Not yet determined
<p>New:</p> <p>6. We recommend that the Ministry of Corrections and Policing formally respond to adult inmate complaints</p>	36	Implemented	<ul style="list-style-type: none"> • A policy refresh has been completed with the timeframes that are already established in legislation and must be complied with. The refresh consisted of a letter to the centre directors, the distribution of the policy via email and the development of a formal tracking mechanism to ensure compliance with 	n/a	n/a

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about medical care within timeframes required by <i>The Correctional Services Regulations, 2013</i> .			legislation. <ul style="list-style-type: none">• Direction has also been given to the Nurse Managers that every effort should be made to respond to complaints on time, but in the event a complaint cannot be responded to within the timeframe given (i.e., awaiting further health information from community) that it will be standard practice to send an extension letter to the client acknowledging the receipt of the complaint and that more time is required to respond.• Locally each center is now required to track all complaints, including medical, and also to report the summary to Central office on a quarterly basis.		

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New: 7. We recommend that the Ministry of Corrections and Policing periodically analyze complaints about medical care from adult inmates in its secure-custody correctional centres for trends and take corrective action as needed.	37	Implemented	<ul style="list-style-type: none">The Complaint Summaries itemize complaints by category to identify trends locally and provincially which allow Central Office to take corrective action as required.	n/a	n/a
New: 8. We recommend that the Ministry of Corrections and Policing, working with the adult secure-custody correctional centres, develop measures for evaluating the provision of medical care to inmates.	38	Partially implemented	<ul style="list-style-type: none">Audits will be completed on a yearly basis.	<ul style="list-style-type: none">Nurse Managers will audit a selection of admission information to ensure the needs of the clients are being identified and addressed including referrals to other health care providers. These audits will be monitored by the Director of Health, Mental Health and Addictions Services.	The process to develop the audit will be completed and the first audits will occur December 2019.

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New: 9. We recommend that the Ministry of Corrections and Policing receive regular reports from adult secure-custody correctional centres on the provision of medical care to inmates.	38	Partially implemented	<ul style="list-style-type: none">Complaint Summaries are implemented.	<ul style="list-style-type: none">Corrections is currently researching an electronic health system which would allow us to identify many areas related to the provision of medical care including average length of wait time and number of intake assessments completed.In addition, the information summaries from the Nurse Manager Audits and the Complaint summaries will be reviewed for potential areas of improvement.The Electronic Health System is still being explored for cost effectiveness.	The Nurse Manager Audits will be implemented by December 2019.

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Chapter 29, Planning for Inmate Capacity in Correctional Facilities, 2018 Report Volume 2

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding: We recommended that the Ministry of Corrections and Policing develop a written long-term plan to manage inmate capacity in its adult correctional centres. (2016 Report – Volume 2; Public Accounts Committee agreement September 21, 2017)</p> <p>Status – Not Implemented</p>	<p>217</p>	<p>Implemented</p>	<ul style="list-style-type: none"> The written long-term capacity plan was finished in July 2019. The plan includes, among other things, definitions, capacities, demand forecasts, and program space. 	<p>n/a</p>	<p>n/a</p>
<p>Outstanding: We recommended that the Ministry of Corrections and Policing define how it will determine the inmate capacity of its existing adult correctional facilities to guide facility capacity planning decisions. (2016 Report – Volume 2; Public Accounts Committee agreement September 21, 2017)</p> <p>Status – Partially Implemented</p>	<p>217</p>	<p>Implemented</p>	<ul style="list-style-type: none"> A unit-by-unit analysis was completed in conjunction with new staffing availability. Through the facility by facility unit analysis and in working with the local facility Directors, a definition was created that speaks to operational capacity. Unit Capacity Templates have also been created. This work was completed in May 2019. 	<p>n/a</p>	<p>n/a</p>

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<p>Outstanding: We recommended that the Ministry of Corrections and Policing promptly forecast demand for rehabilitation program space in its adult correctional facilities. (2016 Report – Volume 2; Public Accounts Committee agreement September 21, 2017)</p> <p>Status – Not Implemented</p>	218	Implemented	<ul style="list-style-type: none">The Ministry has created a best practices/ideal ratio of program space per offender. This has allowed the Ministry to forecast its demand for rehabilitation program space in adult correctional facilities.	n/a	n/a

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Chapter 30, Rehabilitating Adult Inmates, 2018 Report Volume 2

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding: We recommended that the Ministry of Corrections and Policing (formerly known as the Ministry of Corrections, Public Safety and Policing) monitor the proportion of inmates accessing planned rehabilitations programs before the inmates are released into the community and enhance access to rehabilitation if required. (2008 Report – Volume 1; Public Accounts Committee agreement August 28, 2008)</p> <p>Status – Partially Implemented</p>	<p>222</p>	<p>Partially implemented</p>	<ul style="list-style-type: none"> Reintegration Coordinators have been established in the four main facilities to enhance access to rehabilitation and reintegration leaves. Reintegration Coordinators monitor risk assessment, case plan completion, program access, reintegration, and enhancements as required. 	<ul style="list-style-type: none"> Working group and partnership established with Strategic Systems and Innovation to create reporting ability to monitor proportion of inmates accessing programming. This includes a program inventory report and program list report under development. 	<p>Reports are currently under development to be delivered 2019 / 2020.</p>

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Chapter 30, Rehabilitating Adult Inmates, 2018 Report Volume 2

Recommendation and Status at Time of Audit (Indicate whether New/Outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding: We recommended that the Ministry of Corrections and Policing (formerly known as the Ministry of Corrections, Public Safety and Policing) monitor re-offending rates in relation to rehabilitation programs to better evaluate its rehabilitation of inmates. (2008 Report – Volume 1; Public Accounts Committee agreement August 28, 2008)</p> <p>Status – Partially Implemented</p>	<p>222</p>	<p>Partially implemented</p>	<ul style="list-style-type: none"> Working group established to develop technology. Twelve readmission reports tracking inmate recidivism have been created to establish a baseline for 2018-19 fiscal year. 	<ul style="list-style-type: none"> More detailed Recidivism Reports are being developed to allow more detailed analysis and are in development. “Program Evaluation” reports are being developed in 2019-20 to allow detailed analysis of programs and recidivism. 	<p>2019-2020 fiscal year</p>
<p>Outstanding: We recommended that the Ministry of Corrections and Policing (formerly known as the Ministry of Corrections, Public Safety and Policing) consistently comply with its policies to assess inmates’ needs (primary and secondary) and plan relevant programs (2008 Report – Volume 1; Public Accounts Committee agreement August 28, 2008)</p> <p>Status – Partially Implemented</p>	<p>223</p>	<p>Partially implemented</p>	<ul style="list-style-type: none"> Working group established to develop technology 	<ul style="list-style-type: none"> Two reports are being developed: The Case Management report will provide lists of tasks that are to be completed with offenders along with deadlines for individual case managers. The Supervisor Audit report will allow Supervisors to monitor in detail the progress of case managers work. 	<p>2019 / 2020 fiscal year</p>

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				<ul style="list-style-type: none">• A follow-up internal audit will be developed for early 2020 to evaluate the case management training delivered Feb / March 2019 and its impact on improving completion times and quality of risk assessments and case plans.• With completion of the development of tracking and the ability to produce reports Custody Services and Offender Services will develop performance strategies to increase the number of risk assessments and case plans completed within policy timelines.	