

**STANDING COMMITTEE ON PUBLIC ACCOUNTS**



**MINISTRY OF CORRECTIONS, POLICING AND  
PUBLIC SAFETY**

**MARCH 2, 2022**

**STATUS UPDATES**



## NOTICE OF MEETING

The Standing Committee on Public Accounts will meet in the **māmawapiwin náyati room (Room 8)** of the Legislative Building on Wednesday, March 2, 2022 at 8:15 a.m.

### Agenda

Consideration of Provincial Auditor's reports:

#### **8:15 a.m. Ministry of Justice and Attorney General**

2019 Report Volume 2	<a href="#">Chapter 8</a>	Annual Audit Results
2020 Report Volume 2	<a href="#">Chapter 8</a>	Annual Audit Results
2019 Report Volume 2	<a href="#">Chapter 37</a>	Enforcing Maintenance Payments
2020 Report Volume 2	<a href="#">Chapter 33</a>	Court Workloads

#### **Saskatchewan Legal Aid Commission**

2018 Report Volume 2	<a href="#">Chapter 41</a>
2021 Report Volume 2	<a href="#">Chapter 34</a>

#### **Office of the Public Guardian and Trustee of Saskatchewan**

2020 Report Volume 1	<a href="#">Chapter 9</a>
2021 Report Volume 2	<a href="#">Chapter 30</a>

#### **Office of Residential Tenancies**

2021 Report Volume 1	<a href="#">Chapter 9</a>
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#### **10:00 a.m. Ministry of Justice and Attorney General and Ministry of Corrections, Policing and Public Safety**

2021 Report Volume 1	<a href="#">Chapter 8</a>	Remand
2019 Report Volume 1	<a href="#">Chapter 16</a>	CSWB
2021 Report Volume 1	<a href="#">Chapter 20</a>	CSWB
2019 Report Volume 2	<a href="#">Chapter 9</a>	Victims' Fund
2020 Report Volume 2	<a href="#">Chapter 9</a>	Victims' Fund

**10:30 a.m. Ministry of Corrections, Policing and Public Safety**

2019 Report Volume 2	<a href="#">Chapter 2</a>	Annual Audit Results
2020 Report Volume 2	<a href="#">Chapter 2</a>	Annual Audit Results
2021 Report Volume 1	<a href="#">Chapter 4</a>	Provincial Disaster Assistance
2020 Report Volume 2	<a href="#">Chapter 25</a>	Community Rehab
2020 Report Volume 2	<a href="#">Chapter 26</a>	Inmate Capacity
2020 Report Volume 2	<a href="#">Chapter 27</a>	Providing Medical Care
2021 Report Volume 2	<a href="#">Chapter 20</a>	Rehab of Adult Inmates

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**12:00 p.m. Recess**

**1:15 p.m. Ministry of Social Services**

2019 Report Volume 2	<a href="#">Chapter 16</a>
2020 Report Volume 2	<a href="#">Chapter 15</a>
2021 Report Volume 2	<a href="#">Chapter 12</a>
2020 Report Volume 1	<a href="#">Chapter 12</a>
2019 Report Volume 2	<a href="#">Chapter 46</a>
2021 Report Volume 2	<a href="#">Chapter 37</a>
2020 Report Volume 2	<a href="#">Chapter 42</a>
2020 Report Volume 2	<a href="#">Chapter 43</a>
2020 Report Volume 2	<a href="#">Chapter 44</a>
2021 Report Volume 1	<a href="#">Chapter 29</a>
2021 Report Volume 1	<a href="#">Chapter 28</a>

**3:30 p.m. Ministry of Education**

2021 Report Volume 1	<a href="#">Chapter 5</a>
2021 Report Volume 1	<a href="#">Chapter 12</a>
2021 Report Volume 2	<a href="#">Chapter 21</a>
2021 Report Volume 2	<a href="#">Chapter 22</a>
2021 Report Volume 2	<a href="#">Chapter 23</a>

**March 2, 2022**

**Chapter 2, Corrections and Policing, 2019 Report Volume 2**

<b>Recommendation and Status at Time of Audit (Indicate whether new or outstanding)</b>	<b>Page</b>	<b>Current Status (implemented, partially implemented, not implemented)</b>	<b>Actions Taken to Implement Since PA Report</b>	<b>Planned Actions for Implementation</b>	<b>Timeline for Implementation</b>
<p><b>Outstanding:</b>                      We recommended the Ministry of Corrections and Policing follow its established procedures for removing unneeded user access to its computer systems and data. (<i>2015 Report – Volume 2</i>, p. 74, Recommendation 2; Public Accounts Committee agreement January 11, 2017)</p> <p><b>Status</b>—Partially Implemented</p>	<p>25</p>	<p>Implemented</p> <p>This recommendation is now considered fully implemented as per Ch.14 Summary of Implemented Recommendations, 2021 Report Volume 2.</p>	<p>In June 2021, the Ministry developed a Timely Removal from Information Technology Systems policy, which outlines circumstances when the Ministry expects a user’s access to be removed and defines what is considered timely removal.</p> <p>The Ministry continues to work with the Public Service Commission to receive notifications when staff leave the Ministry.</p> <p>January 2022: Integrated Justice Services has completed initial development of a timely removal reporting dashboard that will further assist the Ministries in effectively managing in the timely removal of user access to applications and data. This new automated process will leverage existing enterprise technology (the Justice Data Warehouse) and will create a detailed dashboard once a month.</p>	<p>n/a</p>	<p>n/a</p>

**March 2, 2022**

**Chapter 2, Corrections and Policing, 2020 Report Volume 2**

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**March 2, 2022**

**Chapter 4, Corrections, Policing and Public Safety-Providing Provincial Disaster Assistance, 2021 Report Volume 1**

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p><b>New:</b> 1. We recommend the Ministry of Corrections, Policing and Public Safety set a service standard for how long it expects to take to assess requests for designation as disaster areas made under the Provincial Disaster Assistance Program.</p>	24	Partially Implemented	An internal performance measure of 14 days has been developed to respond to a completed designation request from a local authority.	This information will be included in training manuals and will be reported on quarterly to management.	March 31, 2022
<p><b>New:</b> 2. We recommend the Ministry of Corrections, Policing and Public Safety formalize its expectation about how often staff should determine the status of the completion of disaster assistance restoration work for claims made under the Provincial Disaster Assistance Program.</p>	27	Partially Implemented	An internal performance measure has been formalized for staff to be in contact once every two months with municipal claimants who have open claims.	<p>A process is being developed to track and report this correspondence.</p> <p>This formal measure will be incorporated into staff training manuals and will be monitored through regularly scheduled meetings with staff on open claims. This metric will also be reported quarterly to management.</p>	March 31, 2022

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p><b>New:</b> 3. We recommend the Ministry of Corrections, Policing and Public Safety analyze actual results compared to expectations for key service standards for the Provincial Disaster Assistance Program and determine whether changes to the Program are needed.</p>	32	Partially Implemented	A review of metrics has been conducted for key internal and external areas of performance, with benchmark standards being established for all.	These performance metrics will be reported to senior management quarterly. Where analysis of these metrics indicates deficiencies, management will consider appropriate actions if required.	March 31, 2022
<p><b>New:</b> 4. We recommend the Ministry of Corrections, Policing and Public Safety periodically report to senior management actual results against service standards (e.g., 90 days for final payment for private property claims) for key activities of the Provincial Disaster Assistance Program and the status of any complaints or appeals.</p>	32	Partially Implemented	Reports have been identified that can be run against the PDAP database. These results on key performance measures will be included in PDAP's regular monthly report.	A quarterly report will be provided to senior management on key statistics and analysis of additional benchmarks, as well as the status of recent complaints or appeals.	March 31, 2022

**March 2, 2022**

**Chapter 25, Corrections and Policing-Community Rehabilitation of Adult Offenders, 2020 Report Volume 2**

<b>Recommendation and Status at Time of Audit (Indicate whether new or outstanding)</b>	<b>Page</b>	<b>Current Status (implemented, partially implemented, not implemented)</b>	<b>Actions Taken to Implement Since PA Report</b>	<b>Planned Actions for Implementation</b>	<b>Timeline for Implementation</b>
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing (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, p. 37, Recommendation 1; Public Accounts Committee agreement September 23, 2014)</p> <p><b>Status—Partially Implemented</b></p>	<p>208</p>	<p>Partially Implemented</p>	<p>The ministry implemented the revised intake and assessment and case management policies on October 15, 2020.</p> <p>To monitor compliance, an audit methodology, data collection and reporting procedures have been developed, and continue to be validated and revised as needed.</p>	<p>The ministry will establish compliance targets for its assessment and case management policy through a review of the compliance audit results.</p>	<p>Spring 2022</p>
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing (formerly the Ministry of Corrections, Public Safety and Policing) consistently follow its case management policy to prepare regular progress reports for adult offenders in the community. (2011 Report – Volume 1, p. 40, Recommendation 6; Public Accounts Committee agreement September 23, 2014)</p> <p><b>Status—Partially Implemented</b></p>	<p>209</p>	<p>Partially Implemented</p>	<p>The ministry implemented the revised intake and assessment and case management policies on October 15, 2020.</p> <p>To monitor compliance, an audit methodology, data collection and reporting procedures have been developed, and continue to be validated and revised as needed.</p>	<p>The ministry will establish compliance targets for its assessment and case management policy through a review of the compliance audit results.</p>	<p>Spring 2022</p>



**March 2, 2022**

**Chapter 27, Corrections and Policing-Providing Primary Medical Care in Adult Secure-Custody Correctional Centres, 2020 Report Volume 2**

<b>Recommendation and Status at Time of Audit (Indicate whether new or outstanding)</b>	<b>Page</b>	<b>Current Status (implemented, partially implemented, not implemented)</b>	<b>Actions Taken to Implement Since PA Report</b>	<b>Planned Actions for Implementation</b>	<b>Timeline for Implementation</b>
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing deliver orientation training for the nurse manager positions in adult secure custody correctional centres. (2018 Report – Volume 1, p. 30, Recommendation 1; Public Accounts Committee agreement September 28, 2019)</p> <p><b>Status</b>—Partially Implemented</p>	<p>218</p>	<p>Implemented</p>	<p>The nurse manager orientation package was completed and communicated to correctional centres for implementation June 25, 2020.</p> <p>Nurse manager orientation training is incorporated into initial employment training and learning modules.</p> <p>A number of former nurse managers received training before moving to other roles.</p> <p>Correctional centre management tracks nurse manager training along with other required employee training.</p> <p>Two of four current nurse managers have completed orientation training.</p> <p>The Central Office Health Services Team began meeting monthly with the adult custody nurse managers and their supervisors individually to work through any questions or</p>	<p>Centre Deputy Directors of Standards and Communication will continue to ensure nurse managers are trained within timeframes, including tracking completion of orientation training.</p>	<p>n/a</p>

			<p>issues.</p> <p>One new nurse manager is expected to complete training within the five-month probationary period in February 2022.</p> <p>One nurse manager position is currently vacant. Once filled, the position will be expected to complete the orientation within set timeframes.</p> <p>A new draft presentation has been developed by Central Office to assist with nurse manager orientation. This is planned to be delivered to future nurse managers.</p>		
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing monitor the currency of first-aid certifications of correctional staff from adult secure custody correctional centres. (2018 Report – Volume 1, p. 31, Recommendation 2; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Partially Implemented</p>	219	Implemented	<p>The ministry has developed and implemented processes to monitor the currency of first-aid certifications.</p> <p>Correctional centres keep an ongoing tracking of certification and expiry dates, and schedule recertification training sessions multiple times per year.</p> <p>Correctional centre management was required to verify certificate expiry dates and tracking accuracy in October 2020.</p> <p>Correctional Centre Directors report to Custody Services every September on staff completed/outstanding certifications and plans for recertifications.</p>	Correctional Centre Directors will continue to monitor and report to Custody Services annually on staff first-aid training certifications and ensure the tracking of certification expiry dates is accurate.	n/a

<p><b>Outstanding:</b> We recommended 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. (2018 Report – Volume 1, p. 34, Recommendation 5; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Partially Implemented</p>	221	Implemented	<p>Consistent use of the nurse-to-nurse transfer form implemented in June 2020 continues to be monitored and reinforced by the ministry.</p> <p>On December 9, 2021, correctional centre nurse managers were reminded of the June 2020 requirement to use the improved transfer form consistently.</p> <p>Nurse manager medical file audits were implemented include review of the most recent transfer form to ensure consistent use.</p> <p>Corrections continues to explore an electronic health system to facilitate inmate medical file access for medical staff. The first phase of a project examining requirements for an electronic health system began in August 2021.</p>	<p>In addition to the implemented transfer form, Corrections continues to explore an electronic health system in 2022.</p> <p>The ministry will continue to monitor and follow up on any implementation gaps in the use of the nurse-to-nurse form to ensure consistent transfer of medical file information.</p>	n/a
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing formally respond to adult inmate complaints about medical care within timeframes required by The Correctional Services Regulations, 2013. (2018 Report – Volume 1, p. 36, Recommendation 6; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Partially Implemented</p>	222	Implemented	<p>The Inmate Complaint Resolution Process policy reflects timeframes established in legislation. A formal tracking mechanism has been implemented to ensure complaints are responded to in compliance with policy and legislation.</p> <p>Direction has been provided to correctional centre nurse managers that every effort should be made to respond to complaints on time or, if unable, a letter of extension is sent to the inmate. Locally</p>	The ministry continues to monitor responses to formal complaints to ensure responses are within legislated timeframes through review of quarterly medical file audits submitted to central office.	n/a

			each correctional centre is required to track all complaints and to report complaint summaries to Central Office on a quarterly basis. Nurse manager file audits include review of response to inmate complaint timeframes.		
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing analyze complaints about medical care from adult inmates in its secure-custody correctional centres for trends and take corrective action as needed. (2018 Report – Volume 1, p. 37, Recommendation 7; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Partially Implemented</p>	223	Implemented	<p>Locally each correctional centre is required to track all complaints, including medical, and report complaint summaries to Central Office on a quarterly basis. Complaint Summary Reports document the types of medical complaints received.</p> <p>Correctional centres now report on actions taken to resolve each complaint. Quarterly Complaint Summary Reports are reviewed by Central Office for potential follow-up.</p>	The ministry will continue to follow up on any identified gaps in service provision, trends, and the documenting of corrective action(s) taken.	n/a
<p><b>Outstanding:</b> We recommended 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. (2018 Report – Volume 1, p. 38, Recommendation 8; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Not Implemented</p>	223	Implemented	<p>Correctional centre nurse managers began conducting medical file audits in October 2020. Medical file audits include measures to identify and address gaps in the provision of health services.</p> <p>Corrections continues to explore an electronic health system which would improve the ministry's ability to efficiently evaluate the provision of medical care in correctional centres.</p>	Corrections will continue to monitor how measures implemented in nurse manager audits and quarterly complaint summaries address the needs of inmates. An electronic health system which would expedite this process continues to be explored.	n/a
<p><b>Outstanding:</b> We recommended the Ministry of Corrections and Policing receive regular reports from adult secure-custody correctional centres on the provision of medical care to inmates.</p>	224	Implemented	Medical file audits include measures to identify and address gaps in the provision of health services. Nurse Manager medical file audits, quarterly complaint summary	Corrections will continue to monitor how measures implemented in nurse manager audits and quarterly complaint summaries address the	n/a

<p>(2018 Report – Volume 1, p. 38, Recommendation 9; Public Accounts Committee agreement September 28, 2019)</p> <p>Status—Not Implemented</p>			<p>reports and appeal referrals are reviewed for potential areas of improvement.</p>	<p>needs of inmates. An electronic health system which would expedite this process continues to be explored.</p>	
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**March 2, 2022**

**Chapter 20, Corrections, Policing and Public Safety-Rehabilitating Adult Inmates, 2021 Report Volume 2**

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p><b>Outstanding:</b> We recommended the Ministry of Corrections, Policing and Public Safety monitor re-offending rates in relation to rehabilitation programs to better evaluate its rehabilitation of inmates. (2008 Report – Volume 1, p. 28, Recommendation 6; Public Accounts Committee agreement, August 28, 2008)</p> <p>Status—Partially Implemented</p>	173	Partially Implemented	<p>Program Evaluation Framework Development</p> <ul style="list-style-type: none"> <li>• A systematic approach to reviewing rehabilitative programs delivered by CSRS using objective criteria has been developed</li> <li>• This approach will allow for objective prioritization for evaluation of rehabilitative programs within existing resources</li> <li>• A 5 year program evaluation strategy is under development which will clearly communicate evaluation plans for CSRS delivered rehabilitative programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Review Program Evaluation Framework with CSRS Executive;</li> <li>• Make refinements based on CSRS Executive input;</li> <li>• Finalize Program Evaluation Framework</li> </ul>	<ul style="list-style-type: none"> <li>• Review with CSRS Executive – Spring 2022</li> <li>• Refinements and Finalization – Summer/Fall 2022</li> </ul>
<p><b>Outstanding:</b> We recommended the Ministry of Corrections, Policing and Public Safety consistently comply with its policies to assess inmates’ needs (primary and secondary) and plan relevant programs. (2008 Report – Volume 1, p. 28, Recommendation 3; Public Accounts Committee agreement August 28, 2008)</p>	175	Partially Implemented	<p>Case Management/Supervisor Audit - Dashboard</p> <ul style="list-style-type: none"> <li>• Continued work on the development of incorporating Case Management reports into dashboards for Case Managers, Supervisors and Custody Services Executive which will identify absent and/or</li> </ul>	<p>Case Management/Supervisor Audit Dashboard</p> <ul style="list-style-type: none"> <li>• Pilot Version 1 with select operational locations</li> </ul>	<p>Case Management Dashboard</p> <ul style="list-style-type: none"> <li>• Case Management Dashboard V1 Pilot: Late spring/Early summer 2022</li> </ul>

<p>Status—Partially Implemented</p>			<p>overdue risk assessments and case plans based on policy standards</p> <p>Review of case management policy standards and processes</p> <ul style="list-style-type: none"> <li>• A review of the provincial case management policy is underway, including existing timeline standards.</li> <li>• Development of a standardized process to identify and respond to overdue case planning is also in progress, including a working group with Custody Services Deputy Directors of Programs to provide subject matter expertise on existing and future processes.</li> </ul>	<p>Case Management Policy</p> <ul style="list-style-type: none"> <li>• Commence Working group to review existing Case Management Policy</li> <li>• Identify provincial standards for identifying and responding to overdue case management activities, including reporting to Custody Services Executive</li> <li>• Present proposed standards to Custody Services Executive for feedback and approval as a provincial policy</li> <li>• Communicate updated policy standards</li> </ul>	<p>Case Management Policy</p> <ul style="list-style-type: none"> <li>• Working group established and actively meeting February, 2022</li> <li>• Draft provincial standards complete April, 2022</li> <li>• Standards accepted Fall, 2022</li> <li>• Fall, 2022</li> </ul>
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