

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
Chapter 18, 2021 Report, Volume 2 – Monitoring Quality of Care in Homes Supporting Adults with Intellectual Disabilities					
<p>New: We recommend that Social Services monitor resolution of deficiencies stated in conditional licences for group and approved private service homes within a reasonable timeframe.</p>	151	Partially Implemented	<ul style="list-style-type: none"> As an interim step to meeting this recommendation, the ministry has developed a licensing tracking dataset and a licensing dashboard. This dashboard tracks conditional licenses and year-over-year licensing information and highlights deficiencies identified within the dataset. 	<ul style="list-style-type: none"> The ministry will develop processes to monitor conditional licenses that are identified on the new dashboard, to support resolution of deficiencies within prescribed timeframes. 	By the end of 2023
<p>New: We recommend that Social Services update home inspection checklists to cover key risk areas at group and approved private service homes.</p>	153	Partially Implemented	<ul style="list-style-type: none"> The ministry has reviewed its inspection checklists through work on <i>The Residential Services Act, 2019</i>, and the <i>Residential Services Regulations</i>, which came into force January 1, 2023. New inspection checklists are near finalization including program standards checklists for Group Homes, and Annual Review checklists for Approved Private Service Homes. New checklists will address best practices around water temperature, medication handling, and waste disposal. 	<ul style="list-style-type: none"> The ministry will finalize and implement new checklists in 2023. This includes working closely with service providers as licenses are reviewed and issued, ensuring requirements are met. The ministry will continue to work with the Ministry of Government Relations to address inconsistencies in fire inspections. 	By the end of 2023
<p>New: We recommend that Social Services annually inspect each group home to assess if it meets the minimum program standards requirements.</p>	154	Partially Implemented	<ul style="list-style-type: none"> The ministry is reviewing its practices related to assessing whether individual homes are meeting minimum program standards. This work continues to explore options to improve accountability and best assess group homes' compliance with program standards. The implementation of <i>The Residential Services Act, 2019</i> and the <i>Residential Services Regulations</i> will increase protection of residents, and accountability for operators of Group Homes and Approved Private Service Homes. 	<ul style="list-style-type: none"> The ministry will continue to explore options to improve accountability and best assess group homes' compliance with program standards. Work is underway on the ministry's Person-Centred Case Management Project to develop new, clear case management practice standards for case managers. 	End of 2024

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<p>New: We recommend that Social Services use a central system to track key information about group and approved private service homes.</p>	155	Partially Implemented	<ul style="list-style-type: none"> The ministry is using a phased approach to this recommendation. Phase 1 is complete: the ministry has modified its current licensing database to better track key information related to licensed homes. 	<ul style="list-style-type: none"> As part of Phase 2, the ministry is developing a comprehensive database which will capture all information required for CLSD Group Home and Approved Private Service Home licensing. 	By the end of 2023
<p>New: We recommend that Social Services verify completion of periodic criminal record checks for people caring for adults with intellectual disabilities living in group and approved private service homes.</p>	155	Partially Implemented	<ul style="list-style-type: none"> The ministry is in the process of developing policy and procedures requiring service providers to conduct more frequent criminal record checks for Group Homes and Approved Private Service Homes. This aligns with requirements in <i>the Residential Services Act 2019, and Residential Services Regulations</i> which came into force January 1, 2023. 	<ul style="list-style-type: none"> The ministry is working to determine the appropriate frequency of criminal record checks for Group Homes and Approved Private Service Homes. The ministry will develop a process for verifying the completion of the Criminal Record checks as prescribed by the developed policy. Looking to other jurisdictions, the ministry will review best practices and determine the appropriate frequency of verification of criminal record checks. Once updated licensing practices related to <i>The Residential Services Act, 2019</i> and the <i>Residential Services Regulations</i> are implemented, the ministry will consider implementing requirements for more frequent checks. 	By the end of 2023

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<p>New: We recommend that Social Services periodically assess the quality and fulfillment of person-centred plans for adults with intellectual disabilities living in group and approved private service homes.</p>	158	Partially Implemented	<ul style="list-style-type: none"> The ministry is continuing work on its Person-Centred Case Management Project; one goal is to review contact standards for case managers, ensuring clients receive a person-centred approach to the service required. The ministry continues its work on the Outcomes-Based Service Delivery (OBSD) in support of this recommendation. The OBSD project's goal is to develop an outcomes framework that ensures clients achieve their person-centred outcomes. 	<ul style="list-style-type: none"> Through this work, the ministry is committed to reviewing the quality of person-centred plans to ensure they are meaningful and reflect individuals' choice and control over their own lives. 	By the end of 2025
<p>New: We recommend that Social Services have regular contact about the person-centred plans with adults with intellectual disabilities living in group and approved private service homes.</p>	158	Partially Implemented	<ul style="list-style-type: none"> The ministry continues work related to its Person-Centred Case Management Project. As part of requirements of the new <i>Residential Services Act, 2019</i>, and the <i>Residential Services Regulations</i>, Group Homes and Approved Private Service homes will develop a written resident support plan for all residents, to be updated annually. The implementation of this new requirement, over the next year, will increase oversight of plans for resident's support needs. As part of the Outcomes Based Service Delivery project, individual clients are interviewed to determine their satisfaction with achievement of their personal outcomes (as defined in the Person-Centred Plans). 	<ul style="list-style-type: none"> One project goal of the Person-Centred Case Management Project is to review contact standards for case managers, and to establish consistent contact standards with third-party service providers, dependent upon client need while recognizing that the right level of contact with ministry staff may vary for individuals based on their choices and preferences. The ministry will verify Group Homes and Approved Private Service Homes have resident support plans in place to meet the new requirement under the Act and regulations. 	By the end of 2024

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<p>New: We recommend that Social Services monitor for timely implementation of recommendations, set out in serious incident investigation reports, at group and approved private service homes.</p>	162	Partially Implemented	<ul style="list-style-type: none"> The ministry developed a serious incident dashboard report which tracks data related to serious incidents by client, service type, and service provider. The dashboard has year-over-year reporting capabilities. 	<ul style="list-style-type: none"> In phase 2 of the dashboard’s development, the ministry will work to incorporate data related to abuse investigations including: status, recommendations, and actions taken. This will better enable reporting and analysis of serious incidents and abuse investigations. The ministry is working on developing standardized reporting generated by the dashboard, ensuring appropriate actions are taken to address deficiencies. 	End of 2023
<p>New: We recommend that Social Services analyze serious incidents related to adults with intellectual disabilities for systemic issues at each group and approved private service home.</p>	163	Partially Implemented	<ul style="list-style-type: none"> The ministry has developed a serious incident report dashboard which tracks data related to serious incidents by incident type, client, service type, and service provider. The dashboard has year-over-year reporting capabilities, which will enable enhanced reporting and analysis of data. 	<ul style="list-style-type: none"> The ministry is working to streamline dashboard reports and develop an automated reporting schedule. A proactive analysis plan will also be developed to support identification of potential systemic issues and develop a strategy to address the issue. 	End of 2023-24

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Chapter 26, 2022 Report, Volume 1 – Monitoring Foster Families

<p>Outstanding: We recommend that Social Services complete all required background checks prior to approving foster families. (2020 Report – Vol 1, p. 60, Recommendation 1; Public Accounts Committee agreement March 2, 2022)</p> <p>Status - Partially Implemented</p>	251	Implemented	<ul style="list-style-type: none"> • The ministry continues to monitor compliance to the background checks required for approval. • In the 2022 program file reviews, the provincial average for compliance to ministry checks was 100 per cent; compliance to completing reference checks was 95 per cent; and compliance to medical checks was 93 per cent. The Quality Assurance Unit will continue to measure this as part of their program file reviews. • In December 2021, the ministry completed a review of the processes for completing and documenting background checks prior to approving foster families. A consistent process for documenting background checks was established and implemented in January 2022. • Updates to the ministry’s case management system in July 2022 included the addition of a background check section to the provider page where information obtained during the background check can be documented. 	<ul style="list-style-type: none"> • The ministry considers this recommendation implemented. 	Implemented
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<p>Outstanding: We recommend that Social Services require periodic criminal record checks on all adults residing in approved foster homes. (2020 Report – Vol 1, p. 164, Recommendation 4; Public Accounts Committee agreement March 2, 2022)</p> <p>Status – Partially Implemented</p>	251	Implemented	<ul style="list-style-type: none"> • In June 2022, the ministry implemented new policy requiring criminal records checks, for all adults residing in approved foster homes, be completed every three years. • Following the release of the new policy, policy changes were reviewed with employees and shared via email. • Staff are to discuss the new requirements for criminal records checks (CRCs) with foster families at the time of the annual review, and are to request an updated CRC when applicable. • Monthly meetings are held to complete supervision and review case information and tasks which also supports staff in identifying next steps, as well as, prioritizing workload. • The ministry will consider adding this standard as a measurement to its program file reviews in the 2024 review year, which coincides with the practice of allowing a year of implementation prior to measuring a standard. • Enhancements to the annual review policy have also been made. This includes the separation of the Professional Development Agreement (PDA) from the Family Development Plan which allows workers to efficiently capture and review pertinent information annually, or when a quality of care concern or change of circumstances is present. 	<ul style="list-style-type: none"> • The ministry considers this recommendation implemented. 	Implemented

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<p>Outstanding: We recommend that Social Services consistently follow its standard to complete annual review reports of individual foster families. (2020 Report – Vol 1, p. 165, Recommendation 5; Public Accounts Committee agreement March 2, 2022)</p> <p>Status – Partially Implemented</p>	253	Partially Implemented	<ul style="list-style-type: none"> In July 2022, the ministry’s case management system was updated to incorporate home assessments which included the addition of an automatic task reminder for workers to complete the annual reviews. This task is generated three months prior to the annual review due date; if this report is not started, a task is generated to notify the supervisor. Pending annual reviews and timelines for submission of documents and reports are monitored through staff supervision and when required, plans are created to support staff in completing outstanding reviews. The 2022 program file reviews recorded a 69 per cent provincial compliance rate for the completion of annual reviews, an increase of 17 percentage points from 2021 (52 per cent). (An Annual Review report must be accompanied by a current: CRC/self-declaration; home safety check; and a Foster Home Agreement for the Annual Review package to be considered complete). The results of all Program File Reviews continue to be shared with employees, and where required, develop action plans to reconcile outstanding recommendations. The expectations of 85 per cent compliance to this standard was reiterated in 2022 Program File Reviews. 	<ul style="list-style-type: none"> The implementation of the tasks serves as a reminder to the case worker of work requiring completion, and assists the supervisor with oversight through the prompts included in the case management upgrade to review completed annual reviews. The ministry holds Community of Practice meetings with the intent to promote best practices. These meetings create a network to strengthen knowledge of policy and provide confidence in the application of tools, share in problem solving, discuss trends and provide feedback on changes. Supervisors and assistant supervisors are responsible for attending these meetings, sharing the information and skills gained for mentorship. Increased and timely supervisory oversight of completed annual reviews to ensure this requirement is met. The QAU will continue to monitor the completion of Annual Reviews. 	85 per cent compliance target to this standard in 2023 Program File Reviews.

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<p>Outstanding: We recommend that Social Services train staff responsible for monitoring foster families specifically on conducting annual reviews. (2020 Report – Vol 1, p. 166, Recommendation 6; Public Accounts Committee agreement March 2, 2022)</p> <p>Status – Partially Implemented</p>	255	Implemented	<ul style="list-style-type: none"> The ministry developed a training package on the completion of annual reviews for Out of Home Care (OOHC) in January 2022. In January 2022, the ministry provided three, one day virtual training sessions titled <i>Integrated Practice Strategies (IPS) Questioning Approach: Deeper dive using IPS assessment strategies with out of home caregivers</i>. The foundation of the training is on IPS and Parent Resources for Information, Development and Education (PRIDE) training and focuses on appreciative inquiry, solution-focused questions, critical thinking and crucial conversations. The training included the completion and implementation of the PDA to ensure the tool is used in a helpful manner. The PDA is a document completed with foster parents and intended to focus and highlight areas that require further development/training. The PDA is completed at the time of the annual review, or anytime there is a change of circumstances or quality of care concern. Training was also provided in October 2022 for new staff and will be provided on an ongoing basis to new staff. The ministry holds Community of Practice meetings with Service Delivery and OOHC staff, each with the intent to enhance and promote best practices and in doing so, these meetings create a network to strengthen knowledge of policy and provide confidence in the application of tools, share in problem solving, discuss trends and provide feedback on changes. 	<ul style="list-style-type: none"> The ministry reviewed annual review/family development plan policy with relevant staff. The <i>IPS Questioning Approach: Deeper dive using IPS assessment strategies with out of home caregivers</i> training is now part of the regular training scheduled for all new employees working in OOHC and is offered minimally once per year. 	Implemented

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Chapter 6, 2022 Report Volume 2 – Integrated Social Services

<p>New: We recommend that Social Services reinforce with staff the requirements for paying shelter benefits under the Saskatchewan Income Support Program.</p>	44	Partially Implemented	<ul style="list-style-type: none"> This is a new recommendation. 	<ul style="list-style-type: none"> The ministry is using the 2021-22 audit results to inform a Provincial Audit Improvement Strategy in 2023-24. The Strategy focuses on areas requiring improvement, such as ensuring shelter benefits are provided only to eligible SIS clients who have met the documentation requirements. The Provincial Audit Improvement Strategy was introduced in 2019-20 for the previous Income Assistance programs and proved successful at reducing errors. The ministry is continuing to ensure staff receive the training and tools required to deliver programs and benefits in compliance with program legislation and established processes. New staff will be trained accordingly, and the improvement strategy is being implemented. Periodic training will continue to be offered to current staff throughout the year. 	March 31, 2024
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<p>Outstanding: We recommend that Social Services verify client income information for its Saskatchewan Income Support Program. (2020 Report – volume 2, p. 94, Recommendation 1: Public Accounts Committee agreement March 2, 2022)</p> <p>Status – Not Implemented</p>	44	Partially Implemented	<ul style="list-style-type: none"> The ministry will continue to consider opportunities to include interfaces with critical organizations that could include matching income sources. This includes assessing the cost-benefit of building those processes. Program rules require clients to report all income or changes in income. That requirement is stated in policy and in consent documentation signed by clients upon becoming eligible. The ministry has updated its Information Sharing Agreement with the federal government and will begin accessing and reviewing income tax information for SIS clients in the 2022-23 fiscal year on a case-by-case basis. 	<ul style="list-style-type: none"> Implement Canada Revenue Agency (CRA) matching in the SIS program in 2023-24. Determine whether the results of the CRA matching support the recommendation for income matching in the SIS program 	2023/24
<p>Outstanding: We recommend that Social Services record and recover overpayments related to its Saskatchewan Income Support program in a timely manner. (2020 Report – Volume 2, p. 95, Recommendation 2; Public Accounts Committee agreement March 2, 2022)</p> <p>Status – Partially Implemented</p>	45	Implemented	<ul style="list-style-type: none"> Prior to system functionality being implemented in February of 2020, the ministry manually tracked potential Saskatchewan Income Support overpayments. Once functionality was achieved all overpayments were promptly recorded and actioned. The ministry ensured all outstanding overpayments were recorded in MiCase by April 15, 2021. As part of regular business, the ministry provides onboarding and ongoing training for staff on adherence to policy and procedures; system functionality is in place and being used. This recommendation is considered fully implemented 	NA	Implemented