

Alberta Community and Social Services

There are no new recommendations to the department in this report. The department has four outstanding recommendations, one of which has been outstanding for more than three years.

Outstanding Recommendations

- 0 → Implemented Recommendations
- 0 → New Recommendations
- 4 → Outstanding Recommendations
- 1 → Outstanding Recommendation Older than 3 Years
- 4 → Outstanding Recommendations Ready for Followup
- 0 → Outstanding Recommendations Not Ready for Followup

Recommendation	When	Status
<p>DEPARTMENT SYSTEMS TO MANAGE THE ASSURED INCOME FOR THE SEVERELY HANDICAPPED (AISH) PROGRAM:</p> <p>Improve program accessibility</p> <p>We recommend that the Department of Community and Social Services ensure its application processes are user friendly.</p>	October 2016, no. 5, p. 35	Ready

Recommendation	When	Status
<p>DEPARTMENT SYSTEMS TO MANAGE THE AISH PROGRAM:</p> <p>Set service standards and improve eligibility procedures and guidelines</p> <p>We recommend that the Department of Community and Social Services:</p> <ul style="list-style-type: none"> • set service standards for application processing times and regularly monitor against these standards • improve procedures and guidelines to ensure staff apply policy in a consistent manner 	<p>October 2016, no. 6, p. 38</p>	<p>Ready</p>
<p>DEPARTMENT SYSTEMS TO MANAGE THE AISH PROGRAM:</p> <p>Improve reporting on efficiency</p> <p>We recommend that the Department of Community and Social Services improve its processes to measure, monitor and report on the efficiency of the AISH program</p>	<p>October 2016, no. 7, p. 42</p>	<p>Ready</p>
<p>DEPARTMENT USER ACCESS CONTROL:</p> <p>Improve access control processes</p> <p>We recommend that the Department of Community and Social Services improve access control processes for all its information systems to ensure:</p> <ul style="list-style-type: none"> • user access to application systems and data is properly authorized • user access is disabled promptly when employees leave their employment or role 	<p>October 2014, no. 18, p. 151</p>	<p>Ready</p>