

Seniors, Community and Social Services

Status of recommendations

Total	Status of Recommendations			
	Ready for Assessment	Not Ready for Assessment	>3 Years	<3 Years
9	0	9	3	6

Recommendation summary (by report, newest to oldest)

Report Title	Number of Recommendations
<ul style="list-style-type: none"> ● Annual Summary of Ministry Audit Work—November 2024 <ul style="list-style-type: none"> › Improve user access controls for all its information systems (originally October 2014; repeated November 2020 and November 2024) 	1
<ul style="list-style-type: none"> ● Processes to Assess and Manage the Condition of Affordable Housing—November 2024 <ul style="list-style-type: none"> › Maintain facility condition information › Improve oversight processes › Implement performance measures 	3
<ul style="list-style-type: none"> ● Income Support for Albertans Assessment of Implementation—March 2024 <ul style="list-style-type: none"> › Improve performance management processes (originally December 2019; repeated March 2024) 	1
<ul style="list-style-type: none"> ● Family Support for Children with Disabilities—May 2022 <ul style="list-style-type: none"> › Review and update guides to increase consistency › Further develop training processes to ensure staff have the necessary skills and knowledge › Increase consistency through effective oversight of caseworkers 	3
<ul style="list-style-type: none"> ● Control Systems at the Office of the Public Guardian and Trustee Assessment of Implementation—March 2022 <ul style="list-style-type: none"> › Improve and follow policies and procedures (originally February 2013; repeated March 2022) 	1
Total	9

Detailed recommendation list (by report, newest to oldest)

Recommendation	When	Status
<p>DEPARTMENT Annual Summary of Ministry Audit Work—November 2024</p> <p>Improve user access controls for all its information systems</p> <p>We again recommend that the Department of Seniors, 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 roll <p>Consequences of not taking action: Unauthorized individuals may access the department’s systems and be able to use or change critical personal, business, and financial information. This could result in privacy breaches for the department or create opportunities for identity theft. If information in the financial systems was manipulated, this could impair the integrity of the department’s financial reporting and results.</p>	<p>Repeated November 2024, p. 123</p> <p>> Repeated November 2020 p. 56</p> <p>> Originally reported October 2014, no. 18, p. 151</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Processes to Assess and Manage the Condition of Affordable Housing—November 2024</p> <p>Maintain facility condition information</p> <p>We recommend that the Department of Seniors, Community and Social Services obtain complete and accurate information on the condition of its housing facilities.</p> <p>Consequences of not taking action: Without complete and accurate information on the state of its housing facilities, the department may not be able to keep the housing in adequate condition. Major maintenance issues may persist, and minor issues may become major and lead to higher repair or replacement costs in the future, creating safety concerns for tenants.</p>	<p>November 2024, p. 4</p>	<p>Not Ready for Assessment</p>

Recommendation	When	Status
<p>DEPARTMENT Processes to Assess and Manage the Condition of Affordable Housing—November 2024:</p> <p>Improve oversight processes</p> <p>We recommend that the Department of Seniors, Community and Social Services improve its oversight processes by:</p> <ul style="list-style-type: none"> • implementing an overall maintenance strategy • ensuring capital maintenance projects are prioritized consistently with supported rationale <p>Consequences of not taking action: Without a department maintenance strategy, each operator must independently decide how to identify and manage maintenance needs. This can create inconsistencies in how facilities are maintained and operators may not identify priority maintenance needs to protect the useful life of the facilities and to keep tenants safe.</p> <p>Also, inconsistent ranking and selecting of projects by the department increase the risk that the highest priority capital maintenance projects are not selected, and facilities fall into disrepair, eventually increasing costs unnecessarily.</p>	November 2024, p. 6	Not Ready for Assessment
<p>DEPARTMENT Processes to Assess and Manage the Condition of Affordable Housing—November 2024:</p> <p>Implement performance measures</p> <p>We recommend that the Department of Seniors, Community and Social Services implement performance measures to report on the condition of its housing facilities.</p> <p>Consequences of not taking action: Neither the department nor Albertans will know the extent of work required to improve or maintain provincially owned affordable housing facilities to ensure Albertans who need support are living in safe and adequately maintained housing.</p>	November 2024, p. 7	Not Ready for Assessment

Recommendation	When	Status
<p>DEPARTMENT Income Support for Albertans Assessment of Implementation:</p> <p>Improve performance management processes</p> <p>We again recommend that the Department of Seniors, Community and Social Services improve its processes to measure and report on the Income Support program's performance.</p> <p>Consequences of not taking action: Without improved processes, management will not have enough information to evaluate program performance, make necessary improvements to ensure program outcomes are being achieved, and report to Albertans that the program is working as intended.</p>	<p>Repeated March 2024, p. 4</p> <p>> Originally reported December 2019, p. 12</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Review and update guides to increase consistency</p> <p>We recommend the Department of Seniors, Community and Social Services review and update its guides to promote clarity and increase consistency when staff use judgment to assess needs and complete support planning.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	<p>May 2022, p. 6</p>	<p>Not Ready for Assessment</p>
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Further develop training processes to ensure staff have the necessary skills and knowledge</p> <p>We recommend the Department of Seniors, Community and Social Services further develop the program training and oversight processes to ensure staff obtain the necessary skills and knowledge to complete the assessment of needs and support planning consistently.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	<p>May 2022, p. 8</p>	<p>Not Ready for Assessment</p>

Recommendation	When	Status
<p>DEPARTMENT Family Support for Children with Disabilities:</p> <p>Increase consistency through effective oversight of caseworkers</p> <p>We recommend the Department of Seniors, Community and Social Services improve caseworker oversight processes to increase the consistency of the assessment of needs and support planning process.</p> <p>Consequences of not taking action: Eligible families should receive program supports and services based on their needs, not on who their caseworker is. But because guides, training, and oversight are inadequate, families may not receive the supports and services they qualify for.</p>	May 2022, p. 10	Not Ready for Assessment
<p>OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE Control Systems at the Office of the Public Guardian and Trustee Assessment of Implementation:</p> <p>Improve and follow policies and procedures</p> <p>We recommend that the Office of the Public Guardian and Trustee:</p> <ul style="list-style-type: none"> review and assess whether its policies are appropriate, and procedures are adequate to mitigate the risk that client assets could be mismanaged improve its processes for ensuring compliance with policies and procedures <p>Consequences of not taking action: In instances where day-to-day trust administration activities and transactions do not comply with the Office's procedures and policies, there are two important consequences. The first is that the risk that client trust funds will not be administered properly is increased.</p> <p>The second is that it is much less efficient across the organization if work is not done correctly or completely the first time. Continually correcting errors after they have occurred instead of ensuring policies and processes are complied with in the first place puts undue stress on the organization's systems of internal control and the staff administering them.</p>	<p>Repeated March 2022, p. 33</p> <p>> Originally reported February 2013, no. 4, p. 45</p>	Not Ready for Assessment