

## Effectiveness of BC Community Corrections

As at: August 8, 2013

Released: [7 December 2011](#)

First Follow-up: [April 2013](#)

Discussed by the Public Accounts Committee: 24 April 2012

**Self-assessment conducted by Bill Small, Provincial Director, Community Corrections Division, BC Corrections Branch, Ministry of Justice**

### Comments

“BC Community Corrections is pleased to provide an update on our progress to implement the recommendations outlined by the Office of the Auditor General (OAG) in its 2011 report “Effectiveness of BC Community Corrections.” This update follows up on our last update, submitted in February 2013 and published in the Auditor General’s Follow-up Report in April, 2013.

BC Community Corrections has continued in its commitment to address the issues identified by the Auditor General. To date we have fully or substantially implemented seven of the recommendations and partially implemented the remaining one. It remains our goal to fully or substantially implement all eight recommendations during the remainder of 2013.”

### Recommendations

| RECOMMENDATION AND SUMMARY OF PROGRESS   | SELF-ASSESSED STATUS                      |
|--|---|
| <b>Recommendation 1:</b> We recommend that the Community Corrections and Corporate Programs division publicly report its performance in reducing the overall rate of re-offending with a discussion of the role the CCCP plays, as well as the impact a performance measure that can change over time has on confirming program effectiveness. | <b>Fully or substantially implemented</b> |
| <b>Recommendation 6:</b> We recommend that the Community Corrections and Corporate Programs division ensure that probation officers thoroughly document their rationale for risk/needs assessment ratings and how offenders’ risks and needs will be effectively addressed.  | <b>Fully or substantially implemented</b> |

### Outstanding Recommendations

| RECOMMENDATION AND SUMMARY OF PROGRESS  | SELF-ASSESSED STATUS         |
|---|------------------------------|
| <b>Recommendation 2:</b> We recommend that the Community Corrections and Corporate Programs division extend its evaluation framework to understand the effectiveness of contracted service providers and community programs in reducing re-offending. | <b>Partially implemented</b> |

### Actions taken, results and/or actions planned

“The BC Corrections Performance, Research and Evaluation (PPREv) Unit undertakes research to determine program effectiveness for internally supported and externally contracted programs. In 2013, the PPREv unit released the Violence Prevention Program (VPP) evaluation, demonstrating significant reductions in recidivism by offenders who completed the program, as compared to similar offenders who did not participate in or complete VPP. We will continue to evaluate the effectiveness of these services on an as needed or cyclical basis, as determined by the program’s evaluation framework.

The Division has initiated a process to develop measurable key performance indicators to be included in all divisional contracts. Those key performance indicators, in conjunction with the Ministry templates and Ministry/Government policy, will be included in new contracts and used to evaluate contract performance on an ongoing basis.”

All information has been provided by the organization and has not been audited.

## Outstanding Recommendations (Continued)

**Recommendation 3:** We recommend that the Community Corrections and Corporate Programs division complete a comprehensive impact assessment to determine if there are any gaps between its staff capacity and caseload level currently and in the future.

**Fully or substantially implemented**

### Actions taken, results and/or actions planned

“The Division has completed the development of a comprehensive assessment tool to examine staff capacity and caseload level. This tool will inform high level strategic planning and resourcing, including treasury board submissions and the Branch’s capital asset management planning.”

**Recommendation 4:** We recommend that the Community Corrections and Corporate Programs division confirm the courses required to supervise each case type and then update its policies to ensure probation officers complete the appropriate training before supervising offenders.

**Fully or substantially implemented**

### Actions taken, results and/or actions planned

“The Division has completed a thorough review of its training program for this purpose and confirmed the specific courses that are required prior to a probation officer being assigned corresponding supervision responsibilities. An enhanced training plan and other tools have also been developed to assist community corrections Local Manager to track their staff training.

The Division has also developed a framework to provide greater structure for local managers’ quality management generally, and quality assurance activities specifically, within the office. Enforcing policies around training and ensuring that Local Managers are effectively applying the available tools is included in this framework.”

**Recommendation 5:** We recommend that the Community Corrections and Corporate Programs division strengthen its quality assurance model to ensure it is consistently applied and provides accurate and complete information on the quality of probation officers’ work.

**Fully or substantially implemented**

### Actions taken, results and/or actions planned

“The Division is strengthening its quality assurance model by incorporating it as an aspect of a larger quality management framework. A structure has been developed for a yearly Quality Management Plan that will be implemented as a method of ensuring policy requirements are being met and that the quantity and quality of work is in keeping with existing policy.

The Division has recently developed a comprehensive Quality Management framework, under which quality assurance falls. The development of the Quality Management model, through its oversight of the quality assurance application, strengthens quality assurance in the Division, ultimately providing consistent, accurate and complete information on the quality of a probation officer’s work.”

**Recommendation 7:** We recommend that the Community Corrections and Corporate Programs division ensure offenders receive and complete the interventions required in their case management plans.

**Fully or substantially implemented**

### Actions taken, results and/or actions planned

“The Division is implementing a new Case Management Form that provides probation officers further structure in the area of applying interventions, including stronger alignment between probation officers’ case management plans and the risk assessment tools which inform them. The introduction of this new form, coupled with enhancements that have been made to policy, will support probation officers to properly identify, prioritize and target criminogenic needs through the application of appropriate interventions.

Effective application of this new Case Management Form will be monitored through the enhanced Quality Assurance outlined in Recommendation #5.”

All information has been provided by the organization and has not been audited.

## Outstanding Recommendations (Continued)

**Recommendation 8:** We recommend that the Community Corrections and Corporate Programs division ensures that enforcement guidelines are consistently applied, and that all breaches are documented in compliance with policy.

**Fully or substantially implemented**

### Actions taken, results and/or actions planned

“As indicated in Recommendation #5, the Division has strengthened its quality assurance model through the development of a quality management framework. Ensuring that enforcement guidelines are being consistently applied, and that breaches are documented in compliance with community corrections policy, is addressed through this enhanced quality assurance process.”

All information has been provided by the organization and has not been audited.