



Management Response (MR) and Management Action Plan (MAP)

Recommendation 1:	Paragraph 40		
Management Response:	<p>Agreed. In order to establish a long-term plan for the management of community accommodation, the Correctional Service of Canada (CSC) will build on the community capacity analysis that was completed as part of its 2017 internal strategic review (National Strategic Review, January 2017), as well as its ongoing regional analyses. This will provide an integrated, national, long-term approach that will be responsive to operational needs in each region, including the capacity to meet the projected growth and population profile. CSC has also initiated the development of a comprehensive solution for both bed-inventory management and the matching of offenders to community facilities, including waitlists.</p>		
Action(s)	Deliverable(s)	Accountability	Timeline for Implementation
What SMART action(s) have / will be taken to address this recommendation?	Expected deliverable(s) / indicator(s) to demonstrate the completion of the action(s)	Who is responsible for implementing this action(s)?	When will short, medium and/or long term action(s) be completed to fully address the recommendation?
<p>Creation of a multi-year national community accommodation monitoring approach, to be updated regularly by National Headquarters, that will identify current population profiles by district, projected upcoming releases, and available accommodation capacity within each district. Accommodation gaps to be identified by regions based on national mapping of needs vs. supply. National approach will inform yearly resource allocation planning. The first iteration will be populated with national and regional inputs by the end of the 3rd Quarter.</p>	a) Identify offender-population-profile characteristics that are critical to release planning and the selection of accommodation options for offenders who require residency.	Assistant Commissioner, Correctional Operations and Programs	2018-11-30
	b) Quality assure existing OMS release-planning data (ongoing) to accurately and reliably identify the preferred location of release, the planned release date, and the actual release date.	Assistant Commissioner, Correctional Operations and Programs	2019-03-29
	c) Estimate where community-capacity pressures are likely to develop due to the characteristics and size of the population that is	Assistant Commissioner, Correctional Operations and Programs	2019-03-29



	being released into communities across Canada.		
	d) Gather feedback from regions and districts on the methodology employed under item c) and the estimates that have been generated.	Assistant Commissioner, Correctional Operations and Programs and Regional Deputy Commissioners	2019-03-29
	e) Refine methodology based on feedback from the regions, and implement a quarterly reporting cycle specifying trends in releases and estimates on community-capacity utilization (commencing last quarter of FY 18-19).	Assistant Commissioner, Correctional Operations and Programs	2019-03-29
Implementation of the Offender Accommodation Management (OAM) solution by November 2019. OAM is expected to provide a comprehensive solution for both bed-inventory management and the matching of offenders to community facilities, including tracking of refusals and waitlists.	Implementation of the OAM solution	Assistant Commissioner, Correctional Operations and Programs and the Senior Deputy Commissioner	2020-03-31



Recommendation 2:	Paragraph 51		
Management Response:	Agreed. The Correctional Service of Canada (CSC) will reinforce the need for compliance with the existing policy requirements related to the frequency of contact and the monitoring of offenders' special conditions. Additionally, CSC will strengthen compliance monitoring through its existing corporate reporting system. CSC will also reinforce the need for, and monitoring of, documentation to be completed in cases where exceptions are warranted to the frequency of contact requirements.		
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Amend Commissioner's Directive 715 to add a responsibility to the District Director to monitor, on a monthly basis, the compliance with the frequency of contacts and the special conditions.	Commissioner's Directive 715 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01
Amend the applicable paragraphs of Commissioner's Directive 715-1 to provide clarification of frequency of contact requirements for offenders who reside in a Community-Based Residential Facility.	Commissioner's Directive 715-1 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01
Amend Commissioner's Directive 715-1 to strengthen the requirements to document the monitoring of special conditions, and the need to further document when exceptions to the frequency of contact requirements are warranted, or when requirements are not met.	Commissioner's Directive 715-1 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01
Develop performance indicator to monitor frequency of contact.	Level of intervention (FOC) performance indicator included in Performance Direct	Assistant Commissioner Policy Assistant Commissioner, Correctional Operations and Programs	2020-03-31



Recommendation 3:	Paragraph 63			
Management Response:	Agreed. The Correctional Service of Canada (CSC) agrees with the importance of sharing risk relevant health information. CSC will conduct a review of its policies regarding the sharing of health information and determine an approach that will be most effective at ensuring that parole officers receive the information they require in a timely manner.			
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Conduct a review of the policy pertaining to the sharing of health information with parole officers. This includes a review of which documents are shared, the timeliness in which they are shared, and the means by which they are shared.	Health Services will issue revised policy direction to health staff and parole officers to clarify the timeliness and method by which offender health information should be shared as well as specify what information is to be shared.	Assistant Commissioner, Health Services	2019-10-01	
Conduct periodic reviews of case management files to ensure that relevant health information was shared in accordance with policy.	A review will be conducted every six months for 2 years using a sampling approach. The review will look at timeliness and appropriate filing of the information.	RDCs	Beginning	2019-12-01
Initiate a quality improvement project that examines the comprehensiveness of the information shared and whether the information was appropriately integrated into the community strategy.	A quality improvement report.	Assistant Commissioner, Health Services	Begin November 2019 End December 2020	



Recommendation 4:	Paragraph 66		
Management Response:	<p>Agreed. The Correctional Service of Canada (CSC) will continue to assist offenders in obtaining personal identification (ID) prior to release, including their health card. CSC has engaged with provincial/territorial partners for their support in establishing a process at all remand centres that would ensure that the available ID is transferred with the offender when they are admitted to CSC custody.</p> <p>Upon release, CSC policy requires that parole officers validate existing ID and assist the offender in applying for other ID as required. CSC will continue to work collaboratively with various stakeholders to prepare offenders for their release with the proper identification.</p> <p>In addition, CSC will work to improve collaboration with provincial and territorial health authorities with the objective of removing barriers to accessing health care cards.</p>		
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Improve partnerships with provincial and territorial health authorities to remove barriers to accessing health care cards.	Identification of provincial and territorial barriers to accessing health care; and communication with provincial and territorial partners to remove identified barriers to ensure that: <ul style="list-style-type: none"> a) offenders apply for missing ID cards at intake (health cards); and b) offender ID can be used to apply for health cards. 	Assistant Commissioner Health Services	September 2018 and ongoing
Amend Commissioner's Directive 712-1 to add a responsibility to the institutional Parole Officer, in collaboration with the inmate, to review current identification and document the inmate's plan to	Commissioner's Directive 712-1 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01



obtain appropriate identification, including a health card. Moreover, the institutional Parole Officer will document the actions they have taken to assist the inmate in obtaining their identification.			
Amend Commissioner's Directive 712-4 to add a responsibility to the institutional Parole Officer to confirm with the inmate, current identification and the requirement to obtain outstanding pieces of identification. The institutional Parole Officer will liaise with the community counterparts to ensure offenders are provided with continuity of service to obtain outstanding pieces of identification as soon as possible after release. The institutional Parole Officer will document those actions.	Commissioner's Directive 712-4 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01
Amend Commissioner's Directive 715-1 to add a responsibility to the community Parole Officer to confirm with the offender, current identification upon release, discuss and document the offender's plan to obtain outstanding pieces of identification as soon as possible. Moreover, the community Parole Officer will document the actions they have taken to assist the inmate in obtaining their identification and will monitor the on-going progress of the offender's plan.	Commissioner's Directive 715-1 will be revised and change implemented.	Assistant Commissioner, Correctional Operations and Programs	2019-12-01
Changes to the Offender Management System (OMS) will be completed. More specifically, an additional value for a specific "Casework Record" in relation to offender identification will be added. Parole Officers will document via this Casework Record the actions taken to assist the offender in obtaining appropriate pieces of identification, including their health card.	Changes to the Offender Management System (OMS) – Casework Record module – March release.	Senior Deputy Commissioner	2019-03-30



Recommendation 5:	Paragraph 79		
Management Response:	Agreed. The Correctional Service of Canada (CSC) uses various performance indicators to measure the safe and successful reintegration of offenders into the community, including community program participation and completion, employment, and successful completion of sentence without federal readmission. To broaden its measures of successful reintegration, CSC will collaborate with the Department of Public Safety on the work it has initiated in the area of recidivism rates, including information held by provinces and territories on adult re-convictions.		
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CSC will actively support the Department of Public Safety in their efforts to develop recidivism measures which incorporate adult reconviction information from Federal, Provincial, and Territorial jurisdictions.	CSC will work in collaboration with the lead department, Public Safety Canada, to ensure that deliverables are identified and completed within the required timelines.		
In collaboration with Public Safety, CSC will continue to explore research that looks at broader measures of offender reintegration (including employment, income, and health outcomes) using the Statistics Canada Data Linkage Environment.	CSC will work in collaboration with the lead department, Public Safety Canada, to ensure that deliverables are identified and completed within the required timelines.		

Approved by Commissioner:



 Anne Kelly

2018/09/05

 Date