

<p style="text-align: center;">PACP RECOMMENDATION AND DEADLINE</p>	<p style="text-align: center;">CSC RESPONSE TO RECOMMENDATION 2</p>
<p>Community Supervision Recommendation 2</p> <p>IN 2021, Correctional Service Canada (CSC) provided the Committee with a report outlining the progress made regarding</p> <p>a) ensuring that parole officers monitor offenders at least as often as its standards require; and</p> <p>b) monitoring the special conditions imposed by the Parole Board of Canada</p> <p>HOWEVER, According to PACP:</p> <p>The Committee received a progress report. As a follow-up PACP declares that the progress report shows that compliance for follow-up with offenders has been relatively stable over the</p>	<p>The new Frequency of Contact (FOC) report in Performance Direct was launched in April 2020. The report provides a snapshot of the compliance rate for the total of face-to-face contacts (i.e. FOC) with each offender under supervision.</p> <p>The formula is based on the number of days an offender is under community supervision and takes into consideration in the calculation if there were multiple levels in a month. In the end, the FOC is calculated on a pro-rated basis for each of the level of intervention established in the same month. As a result, in some cases, this can result in the data showing a non-compliance when in fact, the FOC was done according to policy.</p> <p>As such, some manual/human oversight is required by managers following a review of the computerized data. The FOC report from Performance Direct is an additional tool to assist Managers in their auditing and supervision with their staff. The data is used as a starting point to discuss the specifics of each case, understand the difference between the values (compliance versus non-compliance) and determine if corrective measures are actually required or not.</p> <p>Different factors can explain the differences in compliance, such as Casework Records (CWR) documenting the FOC not being locked in a timely manner. A CWR that is not locked, is considered to be incomplete by Performance Direct. While the FOC will be reported as a non-compliance, it can later be confirmed that it was actually completed and as such be in compliance with our policy framework.</p> <p>Of note, in September 2021, adjustments were made to the tool in order to improve its performance, thereby allowing some virtual contacts to count as a FOC in light of the COVID pandemic.</p>

past five years. It also varies by region (97.6% in Ontario and 91.8% in Quebec in 2019–2020).

Compliance is also lower for Indigenous people (92.1%) than for non-Indigenous people (94.4%).

PACP has now requested an explanation of these differences in compliance.