

**GOVERNMENT OF THE NORTHWEST TERRITORIES  
RESPONSE TO COMMITTEE REPORT 4-17(3)  
REPORT ON THE REVIEW OF THE STATUS REPORT  
OF THE AUDITOR GENERAL OF CANADA  
TO THE NORTHWEST TERRITORIES LEGISLATIVE ASSEMBLY**

**Background**

On June 14<sup>th</sup>, 2012 the Standing Committee on Government Operations presented Report 4-17(3), the "Report on the Review of the Status Report of the Auditor General of Canada to the Northwest Territories Legislative Assembly". The Report contained eight detailed recommendations directed to several different government departments and agencies, as well as a ninth recommendation that the Government of the Northwest Territories provide a comprehensive response to the Report within 120 days.

**Recommendation 1**

*The Standing Committee on Government Operations recommends that the Premier and Department of Executive:*

- *review the February 2012 Status Report of the Auditor General of Canada;*
- *coordinate the Government's response; and,*
- *propose solutions to overcome the three Government-wide barriers to effective program management identified by the Auditor General*

**GNWT Response**

The Premier and Department of the Executive are coordinating responses to all of the Auditor General's recommendations.

**Recommendation 2**

*The Standing Committee on Government Operations recommends that the Workers' Safety and Compensation Commission:*

- *develop and implement a more complete and consolidated quality assurance and control framework for the processing of claims;*
- *establish a process for approving and communicating changes to its claims processing procedures and standards; and,*
- *report in detail on its actions in this area to the Legislative Assembly by the end of fiscal year 2012/13.*

## **GNWT Response**

The Workers' Safety and Compensation Commission are progressing with work plans and will report in detail on actions undertaken to the Legislative Assembly by the end of fiscal year 2012/13.

## **Recommendations 3, 4 and 5**

*The Standing Committee on Government Operations recommends that the NWT Housing Corporation:*

- *continue its efforts to collect mortgage receivables; and,*
- *report annually to this House on the number of clients who have chosen a repayment option, the total dollar amount of repayments, and the total amount still outstanding as of April 1 each year, starting with the data as of April 2012.*

*The Standing Committee on Government operations recommends:*

- (1) that the NWT Housing Corporation meet its obligations for consistent and thorough monitoring of Local Housing Organizations under the Universal Partnership Agreements, either by finding the resources to conduct annual assessments of operations, or by changing the Agreements to specify some other form of structured and scheduled monitoring, with follow-up in cases of non-compliance;*
- (2) that the NWT Housing Corporation improve its monitoring of and support to Local Housing Organizations in allocating public housing, to ensure all applications are consistently point-rated and adequate documentation is on file to support allocation decisions within the 2012/13 fiscal year;*
- (3) that the NWT Housing Corporation improve its monitoring, verification, and consolidation of public housing unit condition ratings in order to obtain a complete picture of the condition of its public housing portfolio within the 2012/13 fiscal year; and*
- (4) that the NWT Housing Corporation fulfill its statutory responsibility to ensure that information on the condition of its public housing is publicly available by preparing and submitting annual reports to the Minister for tabling in this House in a timely manner, with all previous years' reports submitted by the end of the 2012/13 fiscal year.*

***The Standing Committee on Government Operations recommends:***

- (1) that the NWT Housing Corporation develop detailed implementation plans for all of the Auditor General's recommendations on which progress to date has been*

*unsatisfactory or incomplete, including specific goals, targets, action items, timelines for achieving results, and indicators for measuring progress;*

- (2) that the NWT Housing Corporation provide information annually in its Business Plan on how its strategic priorities are being implemented; and*
- (3) that the NWT Housing Corporation revisit its strategic framework within the life of the 17<sup>th</sup> Legislative Assembly, with a view to providing a more detailed plan with clearly defined stages after other deficiencies identified by the Auditor General have been addressed.*

### **GNWT Response to Recommendations 3, 4, and 5**

The Northwest Territories Housing Corporation is taking steps to address the Auditor General's recommendations. Progress will be reported annually through the Corporation's Business Plan and reports tabled in the Legislative Assembly.

### **Recommendation 6**

*The Standing Committee on Government Operations recommends:*

- that the Department of Public Works and Services and the Department of Transportation strengthen their quality assurance processes for monitoring adherence to applicable regulations and policies in the administration of contracts; and*
- that these departments report annually to this House on the measures taken and their results.*

### **GNWT Response**

The Department of Public Works has secured support to move forward with the initiative to establish a Procurement Shared Services organization within the GNWT. The forthcoming establishment of Shared Procurement Services Centres under Public Works and Services will include service standards and performance measures.

The Department of Transportation continues to strengthen quality assurance processes for monitoring adherence to applicable regulations and policies in the administration of contracts. The results of measures taken by DOT would be made available upon request.

### **Recommendation 7**

*The Standing Committee on Government Operations recommends:*

- (1) *that the Department of Education, Culture and Employment address any outstanding issues of non-compliance identified in the current day care facility inspection reports;*
- (2) *that the Department of Education, Culture and Employment ensure that inspections of day care facilities are carried out annually and that immediate action is taken for any identified deficiencies;*
- (3) *that the Department of Education, Culture and Employment address the outstanding issues with regard to measuring the impact of early childhood education, including collection of data on the educational component of day care programming; information sharing with the K-12 system; development of performance indicators and collection of data on children's development and well-being; and that the Department report on these measures annually in its Business Plan; and,*
- (4) *that the Department of Education, Culture and Employment carry out the renewal of the Early Childhood Development Framework in partnership with the Department of Health and Social Services within the 2012-2013 fiscal year.*

### **GNWT Response**

The Department of Education, Culture and Employment is addressing the outstanding issues identified. Child Day Care inspections are up to date and actions to improve the inspection and licensing process are being implemented. Results of the Early Development Instrument (EDI) survey first introduced in 2012 will be reported on annually, and together with Health and Social Services, the Department is reviewing and renewing the Early Childhood Development Framework. More information on the revised Early Childhood Development Framework may be found in the Minister of Education, Culture and Employment's tabled response to Motion 5-17(3). The Child Day Care Inspection and Licensing Process Action Plan is posted on the Department's website.

### **Recommendation 8**

*The Standing Committee on Government Operations recommends:*

- (1) *that the Department of Education, Culture and Employment develop implementation plans for the Auditor General's recommendations on Adult Literacy and Basic education for which progress to date is incomplete, with specific goals, targets, action items, timelines for achieving results, and indicators for measuring progress; and*
- (2) *that the Department of Education, Culture and Employment develop and implement a plan for the improvement of data collection and quality for Adult*

*Literacy and Basic Education student achievement and financial information, in the 2012-2013 fiscal year.*

### **GNWT Response**

As recommended by the Auditor General, an external, independent review of the Adult Literacy and Basic Education (ALBE) program took place in 2011-12. ECE developed a management response on the recommendations from the review. Also, a more detailed action plan has been developed in response to the recommendations, including a plan for updating the ALBE Directive which lays out the roles and responsibilities of all stakeholders and outlines an accountability framework for the ongoing monitoring and reporting of ALBE progress. ECE hired DPRA Consulting in 2012 to draft a new Adult Education and Training Accountability Framework, including the development of key performance indicators and targets for improvement of data collection. The draft framework will be shared with all ALBE service providers for feedback in 2012-2013 and an implementation plan will be developed for the academic year 2013-14. ECE is also working closely with Aurora College to ensure the recommendations from the review are aligned with the work taking place on the Federal Northern Adult Basic Education initiative.