

Follow-Up Reports on *2017 Annual Report* Value-for-Money Audits

Summary

It is our practice to make specific recommendations in our value-for-money audit reports and ask ministries, agencies of the Crown and organizations in the broader public sector to provide a written response to each recommendation, which we include in our Annual Reports. Two years after we publish the recommendations and related responses, we follow up on the status of actions taken. The ministries, agencies of the Crown and organizations in the broader public sector are responsible for implementing the recommendations made by our Office; our role is to independently express a conclusion on the progress that the audited entity made in implementing the actions contained in each recommendation.

In each of the follow-up reports in this chapter, we provide background on the value-for-money audits reported on in **Chapter 3** of our *2017 Annual Report* and describe the status of actions that have been taken to address our recommendations since that time, as reported by management.

We conduct our follow-up work and report on the results in accordance with the applicable Canadian Standards on Assurance Engagements—Direct Engagements issued by the Auditing and Assurance Standards Board of the Chartered Professional Accountants of Canada. Our Office complies with the Canadian Standard on Quality Control. We comply with the independence and other ethical

requirements of the Code of Professional Conduct issued by Chartered Professional Accountants of Ontario, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our follow-up work consists primarily of inquiries and discussions with the government, the relevant ministries or broader-public-sector entities, a review of their status reports, and a review of selected supporting documentation. In a few cases, internal auditors also assisted us with this work. The procedures performed in this work vary in nature and timing from an assurance engagement that obtains a reasonable level of assurance, such as an audit, and do not extend as far. As this is not an audit, we cannot provide a high level of assurance that the corrective actions described have been implemented effectively. The actions taken or planned may be more fully examined and reported on in future audits. Status reports will factor into our decisions on whether future audits should be conducted in these same areas.

With respect to the implementation status of the recommendations followed up, nothing has come to our attention to cause us to believe that the status representations made by entity management do not present fairly, in all significant respects, the progress made in implementing the recommendations.

As noted in **Figure 1**, progress had been made toward implementing 69% of our recommended actions, including 32% of them that had been fully

implemented. The ministries that had made the most progress toward fully implementing our recommended actions from 2017 include the Ministry of Finance and Treasury Board Secretariat on our report on Toward Better Accountability—Quality of Annual Reporting and on our audit of the Public Accounts of the Province; the Ministry of Health (formerly the Ministry of Health and Long-Term Care) in conjunction with Cancer Care Ontario on our audit of Cancer Treatment Services; and the Ministry of Energy on our audit of Independent Electricity System Operator—Market Oversight and Cybersecurity.

However, little or no progress had been made on 27% of our recommended actions. The Ministry of Children, Community and Social Services had made little or no progress on implementing over 69% of the recommended actions in our audit of Settlement and Integration Services for newcom-

ers; the Ministry of Municipal Affairs and Housing had made little or no progress on 58% of the recommended actions in the Social and Affordable Housing audit; and the Ministry of the Solicitor General (which was the Ministry of Community Safety and Correctional Services at the time of our 2017 audit) had made little or no progress on 44% of the recommended actions in the Emergency Management in Ontario audit. For instance, no progress had been made by the Ministry in undertaking a review of the needs of municipalities and its own staffing practices to provide an appropriate level of support to assist municipalities in preparing for emergencies.

Seven (or 2%) of our recommended actions are no longer applicable, and 10 (or 2%) will not be implemented. More specific details are presented in the sections that follow **Figure 1**.

Figure 1: Overall Status of Implementation of Recommendations from Our 2017 Annual Report

Prepared by the Office of the Auditor General of Ontario

Report Section	# of Recs	# of Actions Recommended	Status of Actions Recommended				
			Fully Implemented	In the Process of Being Implemented	Little or No Progress	Will Not Be Implemented	No Longer Applicable
1.01 Assessment Review Board and Ontario Municipal Board	13	24	8	8	3	4	1
1.02 Cancer Treatment Services	18	33	16	12	5	0	0
1.03 Community Health Centres	9	22	5	13	4	0	0
1.04 Emergency Management in Ontario	14	39	6	14	17	2	0
1.05 Farm Support Programs	14	20	4	10	5	1	0
1.06 Independent Electricity System Operator—Market Oversight and Cybersecurity	18	24	12	8	1	0	3
1.07 Laboratory Services in the Health Sector	12	25	7	13	4	0	1
1.08 Ministry Funding and Oversight of School Boards	15	23	3	9	10	1	0
1.09 Ontario Public Drug Programs	10	20	5	12	2	0	1
1.10 Public Health: Chronic Disease Prevention	11	22	7	14	1	0	0
1.11 Real Estate Services	13	28	9	10	9	0	0
1.12 School Boards' Management of Financial and Human Resources	11	23	9.25	5	8.5	0.25	0
1.13 Settlement and Integration Services for Newcomers	10	23	2.5	4.5	16	0	0
1.14 Social and Affordable Housing	15	24	5	3	14	2	0
1.15 Toward Better Accountability—Quality of Annual Reporting	5	10	10	0	0	0	0
1.16 Public Accounts of the Province	10	14	10	2	1	0	1
Total	198	374	118.75	137.5	100.5	10.25	7
%	—	100	32	37	27	2	2