

# Emergency Shelter Operations Contract Management Audit

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- Effective contract management controls are not in place
- Effective controls for Fire Safety Systems are in place
- Opportunities to develop controls, processes and procedures

# Agenda

- Audit Objective
- Audit Observations
- Management Response
- Conclusion
- Questions

# Audit Objective

Effective contract management controls in place related to:

- Compliance Review and Reports
- Staffing at the Shelters
- Fire Safety and Evacuation Plan
- Case Management Services
- Vendor Performance
- Shelter Overflow Cost Reconciliation

# Compliance Review and Reports

- Develop processes to conduct compliance reviews and oversight
- Use of agency narrative to document and assess vendor performance concerns

# Fire Safety and Evacuation Plan

- Develop process to ensure compliance with Ontario Fire Code and Emergency Shelter Standards
- Develop and monitor training for emergency procedures for new hires at Emergency Shelters

# Additional Management Response

- Responsibility for administration of the emergency shelters contracts was transferred from the Community Access (Ontario Works) division to the Housing Services division in 2019
- Review of Integrated Business Services division in 2019 recommended that responsibility for contract development be transferred to the Housing Services division and that transfer will be implemented in 2020 (subject to the resumption of “normal” operations)

## Conclusion

- Effective contract management controls are not in place
- Management has implemented action plans to address 4 observations
- And developed action plans that addresses the risks identified in the remaining 2 audit observations



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## Thank you and Questions