



News Release

For Immediate Release

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Progress Continuing on Implementation of Audit Recommendations: Auditor General

(TORONTO) Auditor General Bonnie Lysyk said today that government ministries and agencies made some progress toward implementing 71% of the actions recommended in her Office's *2015 Annual Report*—but they fully implemented only 33% of them.

“That full-implementation rate is down from last year's 40% of the actions recommended in the *2014 Annual Report*,” Lysyk said after tabling of her *2017 Annual Report*. “We do, however, recognize that the nature of certain of our 2015 recommendations means some may take longer to implement.”

In every annual report, the Office of the Auditor General (Office) revisits audits of two years earlier to determine the progress made in implementing the recommendations. This year, in an expanded effort to track the status of past recommendations, the Office also revisited recommendations made in its annual reports of 2012, 2013 and 2014.

By 2017, the implementation rate was only 50% for each of those three years. Although there has been a positive trend to implement recommended actions, we would have expected to see a higher implementation rate for 2012 and 2013, given that we issued, and management accepted, these recommendations more than four years ago.

Among the findings in this year's examination of the progress made on the 2015 recommendations:

- full or ongoing implementation by the Ministry of Community and Social Services of 100% of recommendations to improve a key IT system to better provide accurate and timely social-assistance payments to those in need;
- implementation of 66% of recommendations, with work ongoing on another 17%, by a variety of ministries with respect to management of environmentally contaminated sites across the province; and
- significant or some progress by the Ministry of Health and Long-Term Care on 95% of recommendations to improve performance of the province's Local Health Integration Networks.

There were several areas, however, where the pace of implementation was slower, including:

- little progress by the Education and Transportation ministries on close to 40% of recommended actions with respect to the safe transportation of students to and from schools; and
- implementation by the Ministry of Northern Development and Mines of just 32% of recommendations relating to inspections of abandoned mines at a high risk of posing a threat to human health and safety, or to the environment.

We also noted that although 73% of our recommendations about Ontario's Long-Term-Care-Home Quality Inspection Program were fully implemented or in progress, little or no progress had been made on the remaining 27%, which are important as the number of complaints and critical incidents at the homes rose 37% between 2014 and 2016.

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