



**BRITISH COLUMBIA
REVIEW BOARD**

**Safeguarding the rights and interests of mentally disordered accused
persons and of society with fairness and dignity**

BC REVIEW BOARD 3-YEAR WORK PLAN / PERFORMANCE OBJECTIVES:

APRIL 2012 – MARCH 2015

VERSION 3.0 FOR FISCAL YEAR: 2014-2015

OBJECTIVES OF THE BCRB'S PLANNING PROCESS

- To articulate and implement the principles which will guide the activities, operations and organizational development of the Board; consistent with principles of administrative justice and the tribunal's adjudicative independence in the delivery of fair and timely hearings and effective decisions.
- To identify tasks in key spheres of activity necessary to achieve the mandate of the Board including: the assignment of responsibilities; the monitoring of progress to accomplish tasks; the identification of outcome indicators or criteria which determine when activities have been accomplished.
- To identify resource requirements and enhance ability to forecast expenditures and utilization of human resources.
- To provide a basis for managing and assessing staff and tribunal performance.
- Plans are monitored and revised on a scheduled basis as activities are completed, the needs of the organization change, or external factors impact Board activity. They also form the basis of an annual review and planning session which will enable us to report, set priorities and establish budget submissions for the following year.
- The BCRB's planning process recognizes that its mandate and procedures are governed by Federal legislation but implemented in a provincial ministerial context; its operational strategies are therefore circumscribed to some extent.

ACTIVITY 1.0: ACCOUNTABILITY FOR THE BCRB'S HUMAN, FINANCIAL AND PHYSICAL RESOURCES

1.1 BUDGET AND HUMAN RESOURCE PLANNING, ALLOCATION, MONITORING AND REPORTING PROCESSES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To establish realistic 3-year and annual service plans and budget requirements • To provide and submit expenditure records, forecasts and submissions in compliance with Ministry of Attorney General requirements • To closely monitor caseload activity, trends, fluctuations and analyze then financial implications/consequences 	<ul style="list-style-type: none"> • Ongoing monitoring/adjustment of workplans and caseload/hearing trends • Monthly reports are accurate and submitted within established timelines • Monitor expenditure patterns/issues and implement appropriate expenditure management/adjustment strategies • Produce and analyze caseload and statistics on a monthly basis in aid of accurate financial forecasts and implement corrective strategies which are consistent with discharge of statutory mandate

<ul style="list-style-type: none"> • To monitor and manage professional services contracts, agreements, and deliverables including: <ul style="list-style-type: none"> ○ Court reporting and transcription services (Verbatim - \$50,000) ○ Case Management System (CMS) maintenance and support (OA Solutions - \$21,000) ○ Hearing interpreter/translation services (provided by two companies under Corporate Supply Arrangements with the Provincial Government – Mosaic Interpretation Services) ○ Maintenance contract for servicing Recording Equipment at FPH & RBO locations (VoiceCapture Digital Recording - \$350) ○ Joint BCRB/BCHRT Crystal Reports forms and reports development for use with TABS/RBCMS (Halliwell Systems Inc - \$10,000) • To monitor FTE utilization within delegations 	<ul style="list-style-type: none"> • Review/monitor monthly invoicing for accuracy • Review invoices for accuracy/ monitor hours of service/support received • Review and monitor services provided – ongoing • Review and monitor services provided – as and when required • Review/monitor invoices for accuracy/ monitor hours of service/provision of required forms/reports • Close management of leaves and overtime
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1.2 INFORMATION SYSTEMS/RESOURCES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To evaluate the existing case management system (CMS) and identify the current and future needs of the Review Board (ongoing monitoring and analysis) • To implement the plan created for the paperless distribution of disposition information to panel members and to parties • Prepare for 2014 Workstation Refresh Project 	<ul style="list-style-type: none"> • There is a need to complete a full analysis of BCRB requirements and existing system. The data architecture of the RBCMS is outdated and inflexible which potentially makes any enhancements difficult and expensive • Purchase and install Adobe Acrobat XPro on all Registry computers and laptops – Completed May 2013 • Train Registry staff on Acrobat XPro - Completed March 2014 • RFS submitted to ITSD for installation of full version of Flash Player required for Adobe portfolios (ebinders) May 2014 • Create eBinders of evidence paper binders – June-August 2014 • Initiate trial period – test use of ebinders with select Board members, mock hearing preparation/test, then full hearing use of ebinder (supplemented with paper binders for test hearings) Fall 2014 • Target Completion (Full Board Member Participation) – Spring 2015 • Participate in planning process meetings with government refresh team – ongoing – bi-weekly • Schedule timing of refresh – Fall 2014

1.3 HUMAN RESOURCES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> To identify and implement core staff development needs and opportunities; maintain staff performance management process 	<ul style="list-style-type: none"> Ongoing: staff to create their own Employee Performance and Development Plans annually; progress is monitored quarterly

1.4 PHYSICAL PLANT/ACCOMMODATION

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To monitor and assess space pressures/requirements • Assess feasibility of combining/co-locating BCHRT and BCRB office space/hearing room requirements, in accordance with government direction (Dec 2011) 	<ul style="list-style-type: none"> • Ongoing • August 2014 • Reduction in real estate/leasehold costs • Current lease agreements restricting progress – relocation proposal for June 2016 under review by Shared Services BC –

ACTIVITY 2.0: BOARD DEVELOPMENT

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To continue recruitment and screening process for new members (succession planning) • To closely monitor appointments and re-appointments in light of workload demands • To revise core orientation materials/jurisprudence • To convene Alternate Chair and full Board meetings • To provide ongoing training in forensic psychiatry, law, and risk assessment to Board members • To participate in inter-provincial Review Board Chair meetings • To maintain Quicklaw database 	<ul style="list-style-type: none"> • Ongoing • Process streamlined - submissions reduced where possible to once a year • Request for new appointees submitted December 2013 and approved by Cabinet February 2014 • Expiring July – December 2014 appointees – re-appointment request submitted March 2014 • Ongoing • Scheduled full Board Meeting – June 19, 2014 • Ongoing • Attended September 2013 – Charlottetown, PEI • September 2014 – Winnipeg, Manitoba • Ongoing

<ul style="list-style-type: none">• To update and maintain Board website• To monitor BCRB rules of procedure; revise as appropriate• To revise/maintain BCRB work plans/performance objectives• To report annually regarding the Tribunal's operations and performance• To prepare Policies and Procedures, training materials and opportunities required for implementation of the <i>Not Criminally Responsible Reform Act (Bill C-14)</i>	<ul style="list-style-type: none">• Ongoing• 3-year plan – Revised April 2014• Filing of 3 year reports and performance plans and annual updates
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ACTIVITY 3.0: SERVICE DELIVERY

3.1 DEVELOP/CLARIFY/STREAMLINE CASE MANAGEMENT PROCEDURES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To monitor caseloads to enable regionalized Board sittings and maximize utilization of travel expenditures • To review, re-scope and relocate hearing locations throughout BC • To complete amendments to Case Management Procedures manual 	<ul style="list-style-type: none"> • Ongoing analysis /assessment by registrar & chair. • Monitor/review – Ongoing • Update procedures in Case Management Manual - ongoing

3.2 POLICY/PROCEDURAL ISSUES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To monitor timely production of Orders and Reasons • To monitor timely/accurate receipt and re-distribution of disposition information • To conduct regular registry staff meetings to identify issues and enhance communication • To review and update staff procedure manual for Procedural Administrative Matters • Review and update procedures for retention of digital hearing recordings, log-notes process and transport of recordings for transcription; merge into procedural manual 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing • Ongoing • Ongoing

ACTIVITY 4.0: STAKEHOLDER RELATIONS & COMMUNICATIONS

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> • To maintain / enhance linkages with individual stakeholders: CLAS; FPH; Crown; LSS • DAG/Minister's office • BRDO • Court Services • Circle of Chairs • To educate relevant publics about the Board's mandate and operations and systems issues affecting services for MDO's • To engage stakeholders in Board member performance feedback process • To engage stakeholders in Registry staff performance feedback process (Registrar) • To engage Board Members in Registry staff performance feedback process (Registrar) 	<ul style="list-style-type: none"> • Ongoing • Bi-monthly meetings • Ongoing, as requested • Ongoing as appointments expire • Registrar to complete on an ongoing basis • Registrar to complete on an ongoing basis