

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
<i>APPROVAL DATE: 24/09/10</i>			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
1. RELEVANCE			
<p>1. INAC should review the role that Indian Registry Administrators (IRAs) play in the administration of the Indian status card as part of the registration process, given the new security context of the SCIS.</p>	<p>With the implementation of the new Secure Certificate of Indian Status card, the security context has increased for the CIS and SCIS issuance processes, as well as the registration process and the Indian Registry System.</p> <p>Therefore, in the short-medium term, we will focus our efforts towards improving accuracy of the data and protection of the personal information in the Indian Registry System (IRS). We will review all Users, including IRAs, of the IRS to assess the reason for access and the level of access.</p>	<p>October 2010</p>	<p>Status: Completed</p> <p>Update As of 30/09/2011: By September 30, 2011 54 accounts were closed and 28 new accounts were created. New directive on Indian Registration and System Access was issued on September 14, 2011. New access requests to IRS must include completion of questionnaire and Access Request Form to be signed by Registrar.</p>
	<p>With the implementation of the proposed <i>Indian Act</i> amendments (Mclvor decision – Bill C-3), it is proposed that the IRAs will assist applicants in filling out their forms and sending it to the Winnipeg Processing Unit established to deal with the projected 45 – 65K applications.</p>	<p>December 2010</p>	<p>Status: Request to Close (Completed)</p> <p>Update/Rationale: As of 30/09/2011: In the new model, IRAs will not be required to assist applicants in filling out their forms. IRAs may choose to assist or refer client to the 1-800 numbers for assistance. IRA Focus Group on C-3 Form held December 8, 2010. Presentations on C-3 implementation made to regional IRA (540 IRAs) meetings Jan-Mar 2011.</p>

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
<i>APPROVAL DATE: 24/09/10</i>			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
	<ul style="list-style-type: none"> ○ Identify any quick fixes or improvements that can be implemented immediately. ○ Update the processes and procedures and standardize across the country. ○ Implement national training; and update training modules to reflect changes. 	<p style="text-align: center;">April 2010 and ongoing</p> <p style="text-align: center;">March 2011</p> <p style="text-align: center;">June 2011</p>	<p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: A number of quick fixes and improvements were implemented, such as new policy or procedural directives. Ongoing during initiative. Examples are: Lowered Age of Application and Integrated Application Process for Registration and Secure Certificate of Indian Status Issuance for Those Applying under the 2011 <i>Indian Act</i> Amendments, with supporting processes and procedures.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Started in May- Sept 2010 new standardized process. An examination of regional processes has been started in Alberta Region in August 2010 and finished in June 2011.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Draft new manual complete for registration. Training modules being developed for implementation in 2012.</p>

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs

Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)

APPROVAL DATE: 24/09/10

PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
	<ul style="list-style-type: none"> ○ Standardize HQ functional guidance in terms of training module content and delivery. ○ Develop common reference tools based on modernized registration processes developed in the Winnipeg and HQ Units. ○ Implement a Performance Measurement Strategy for the registration process. <p>A Quality Assurance program unit will be set up to review all inputs into the IRS and a Monitoring and Compliance program will verify accuracy of data and</p> 	<p>June 2011</p> <p>June 2011</p> <p>March 2011</p> <p>December 2010</p>	<p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: All Policies, procedures/directives have been developed and shared with Regions.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Some Common reference tools have been developed and shared with Regions as issued, Common Reference tools will be made available on the Intra-net for registration staff in Spring 2012.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Elements/components of the PMS have been developed such as Service Standards.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Partial implementation- waiting for the completion of</p>

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
APPROVAL DATE: 24/09/10			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
	<p>processes in collaboration with Audit and Evaluation Sector.</p> <p>In line with a three year vision to integrate registration and SCIS issuance into one seamless process. The RPMI is working closely with the SCIS project and Winnipeg Processing Unit to ensure a smooth integration of the three initiatives into one seamless process.</p> <p>A communication plan will be developed articulating the new vision and objectives.</p>	<p>October 2010</p>	<p>essential components of the PMS. Monitoring & Compliance Unit being established in November 2011. Quality Assurance Officer positions created.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: On August 8, 2011, the C-3 Winnipeg and HQ Possessing Units were amalgamated into OIR. Registration under Bill C-3 is now standardized into one seamless process with application for the SCIS issuance.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Vision communicated through regional visits and presentations on Registration Modernization/C-3/SCIS implementation to all Regions and IRAs.</p> <p>AES: There has been progress against most of this recommendation. The elements of closure recommend satisfactory year end update (March 31, 2012).</p>

**ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011**

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
APPROVAL DATE: 24/09/10			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
<p>2B. INAC should take steps to address the backlog and give consideration to closing incomplete files where applicants have not contacted the IRA or INAC within a specified period of time.</p>	<p>The current RPM initiative will examine and reorganize the way the workload is managed and establish a prioritization system.</p>	<p>August 2010</p>	<p>Status: Request to Close – (Complete)</p> <p>Update/Rationale: As of 30/09/2011: Processes mapped and refined. Implemented First-in, First-out policy and a Service Standard to process Registration within 6 months. Entitlement backlog eliminated. Backlogs in Adoptions and Protests will be eliminated by March 31, 2012.</p>
	<p>As we develop processes and procedures we will institute a file closure policy where files with no response or inactive files within 3-6 months will be closed depending on the document requirement.</p>	<p>November 2010</p>	<p>Status: Request to Close – (Complete)</p> <p>Update/Rationale: As of 30/09/2011: Implemented BF 90 & 120 policy. If no response within a BF period, the file is closed. If responds within period, it is integrated into workload (FIFO).</p>
	<p>Working closely with the IT team, we will improve IRS coding to capture adequate data which provides statistics. This information is required to address backlog strategically.</p>	<p>August 2010</p>	<p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Requires system modifications. Immediate action is being taken to ensure IRS stabilization (short-term). In the long-term, a strategy to reengineer the IRS.</p>
	<p>The new processes and procedures, national training program, and Quality Assurance program will help increase</p>	<p>December 2010</p>	<p>Status: Underway</p> <p>Update/Rationale:</p>

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
APPROVAL DATE: 24/09/10			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
	<p>productivity and improve client service.</p> <p>A communication plan will be developed around these procedural changes, as well.</p>		<p>As of 30/09/2011: Eliminated entitlement backlog and eliminated entitlement backlog of 6 month service standard and BF system has improved client service. Other aspects underway.</p> <p>Status: No longer Relevant</p> <p>Update/Rationale: As of 30/09/2011: Changes communicated through training on policies & procedures/directives.</p> <p>AES: Satisfactory progress</p>
<p>2C. Depending on any re-design of the program, INAC should:</p> <p>i. address the recruitment and retention issues surrounding competent IRAs.</p>	<p>(i) Recruitment and retention issue is primarily linked to compensation formula of the Program and other factors. For example, there has not been a salary (compensation) review since 1993.</p> <p>In conjunction with the review of the role of the IRA with respect to registration and SCIS issuance, we will engage with</p>	<p>December 2010</p> <p>November 2010</p>	<p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Report has been provided to regions for distribution to IRAs for comments and suggestions by December 2011.</p> <p>Status: Underway</p> <p>Update/Rationale:</p>

**ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011**

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
APPROVAL DATE: 24/09/10			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
<p>ii. provide guidelines and common tools to ensure consistency and rigour, as well as national training and regular functional monitoring for all IRAs.</p>	<p>Regions, Chiefs & Councils and IRAs to develop recommendations to address this issue.</p> <p>(ii) A noted above (2A), a new robust Monitoring & Compliance, Quality Assurance units and national training coordinator position.</p> <p>Manuals and common training tools will be provided towards implementing a modernized, standardized approach, including continuous functional guidance.</p>	<p>December 2010</p> <p>June 2011</p>	<p>As of 30/09/2011: Review of role of IRA in SCIS is ongoing and will be communicated to IRAs and stakeholders in advance of national rollout of SCIS card.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: A new Monitoring & Compliance Unit, Quality Assurance Officer positions, as well as Complex Case management Unit (SCIS) will be established in November 2011 and operational in December 2011.</p> <p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Work on manuals started. Scheduled for completion by Spring 2012, with on-line training modules as well as intranet access to common reference tools.</p> <p>AES: There has been progress against. Subject to a satisfactory March 31, 2012 update, this could be closed.</p>
3. ACCOUNTABILITY			
3. INAC should develop a performance	To work with Audit and Evaluation		

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs

Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)

APPROVAL DATE: 24/09/10

PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
measurement strategy to guide monitoring and reporting activities and to support decision-making and effective, efficient resource use.	Sector and as part of the RPMI, to develop Performance Measurement Strategy.		
	1. Set up a Quality Assurance Unit through which will check accuracy of data of current Registration, Winnipeg and SCIS workloads based on risk analysis approach. Will provide a monthly report and suggest adjustments, if required.	December 2010	Status: Request to Close (Completed) Update/Rationale: As of 30/09/2011: QA positions created in Entitlement and C-3 teams.
	2. The current Registration, Winnipeg, and SCIS units, will also submit similar dashboard to allow us to assess progress and resources utilization.	October 2010	Status: Underway Update/Rationale: As of 30/09/2011: A new common dashboard is in development for OIR/C-3/SCIS.
	3. There will be regular monitoring and compliance reviews of HQ, Winnipeg and Registration units, regional staff, and IRAs.	November 2011	Status: Underway Update/Rationale: As of 30/09/2011: Creation of Monitoring and Compliance Unit commenced in November 2011 to implement robust review of registration in 2011. Monthly reports to be produced. AES: Work on PM Strategy has not yet commenced.

4. SUCCESS AND IMPACTS

ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
APPROVAL DATE: 24/09/10			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
4. INAC should develop a common job description for IRAs, clarifying their registration responsibilities.	A draft job description is being prepared and will be revised to reflect any change of roles and responsibilities of the IRA, including the decisions of IRA in SCIS issuance.	March 2011	<p>Status: Pending Implementation</p> <p>Update/Rationale: As of 30/09/2011: Report has been provided to Regions for distribution to IRAs for comments and suggestions by December 2011. The results will inform the review of the IRA program and development of new job description.</p> <p>AES: Progress sufficient, close.</p>
5. COST-EFFECTIVENESS			
5A. INAC should look at the feasibility of encouraging bands to pool resources and funding to attract and retain competent, full-time dedicated IRAs.	<p>Under Program Authority Renewal, consideration will be given to including a new program incentive element to encourage retention of IRAs. We will also review the feasibility of Bands to pool Resources or increase role of Tribal Councils to provide the service.</p> <p>With a clear role and adequate salary, training, tools and equipment, IRA's may choose to stay longer in their positions.</p>	January 2011	<p>Status: Underway</p> <p>Update/Rationale: As of 30/09/2011: Pending publication of report which will be shared with stakeholders and results from comments and suggestions by December 2011.</p> <p>AES: Agree</p>
5B. INAC should review the per event portion of the formula to ensure that IRAs are compensated for the actual cost of their tasks.	This will be dependent upon the results of the examination and modernization of the role of the IRA and creation of new job description. We are also examining the possibility of incentives.	January 2011	<p>Status: No Action</p> <p>Update/Rationale: As of 30/09/2011: Report has been provided to Regions for distribution</p>

**ACTION PLAN IMPLEMENTATION STATUS UPDATE
REPORT TO THE EVALUATION, PERFORMANCE MEASUREMENT AND REVIEW COMMITTEE - AS OF SEPTEMBER 30, 2011**

Resolution and Individual Affairs			
Summative Evaluation of the Contributions to Indian Bands for Registration Administration (1570-7/09054)			
<i>APPROVAL DATE: 24/09/10</i>			
PROJECT RECOMMENDATIONS	ACTION PLAN	EXPECTED COMPLETION DATE	PROGRAM RESPONSE
			to IRAs for comments and suggestions by December 2011.
6. SPECIAL CONSIDERATION			
6. INAC needs to have a well-established validation/verification process in place to ensure the accuracy of the registration recorded in the IRS.	See Responses in Recommendation 3.	November 2010	<p>Status: No Action</p> <p>Update/Rationale: As of 30/09/2011: No comment provided.</p> <p>AES: It is recommended that this recommendation be Closed.</p>