



**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 2009 – MARCH 2012**

**VERSION 1.0 FOR FISCAL YEAR: 2009-2010**

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# **OBJECTIVES OF THE BCRB'S PLANNING PROCESS**

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- 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

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

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To establish realistic 3-year and annual service plans and budget requirements</li> <li>• To provide and submit expenditure records, forecasts and submissions in compliance with Ministry of Attorney General requirements</li> <li>• To monitor and maintain costs and expenditures within the Board's overall annual budget delegation/allocation, in particular, the Board Members fee increases resulting from the implementation of TBD 2/07</li> <li>• To closely monitor caseload activity, trends, fluctuations and analyze then financial implications/consequences</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing monitoring/adjustment of workplans and caseload/hearing trends</li> <li>• Monthly reports are accurate and submitted within established timelines</li> <li>• Monitor expenditure patterns/issues and implement appropriate expenditure management/adjustment strategies</li> <li>• 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</li> </ul>

- To monitor and manage professional services contracts, agreements, and deliverables including:

- Court reporting and transcription services (Verbatim - \$50,000)
- Case Management System (CMS) maintenance and support (OA Solutions - \$25,000)
- Legal services and consultations (Underhill, Boies Parker Law Corporation - \$30,000; Arvay Finlay Barristers - \$20,000)
- Hearing interpreter/translation services (Geneva Language Institute - \$4,000)
- Assess suitability of utilizing court interpreters provided by The Provincial Language Service

- To monitor FTE utilization within delegations

- Review/monitor monthly invoicing for accuracy
- Review invoices for accuracy/ monitor hours of service/support received
- Review/monitor monthly invoicing for accuracy
- Contract from **Apr 1/09 – May 31/09**
- Start **April 1/09** and commit by **June 09** (Standing Offer, corporate supplier)
- Close management of leaves and overtime

## 1.2 INFORMATION SYSTEMS/RESOURCES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To evaluate the existing case management system (CMS) and identify the current and future needs of the Review Board (ongoing monitoring and analysis)</li> <li>• Identify key issues affecting current functionality and implement fixes in the CMS</li> <li>• To complete testing on the CMS to ensure system is compatible with VISTA</li> <li>• To complete government-initiated computer hardware/software refresh (ITSD)</li> <li>• Migrate to VISTA operating system</li> <li>• Migrate to Microsoft Office 2007</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Target: <b>Fall 2009</b> – Funding for this work will come from the Maintenance Contract</li> <li>• Target: <b>May 2009</b></li> <li>• Scheduled for <b>November 2009</b></li> <li>• Ensure compatibility of all programs/peripherals – <b>August 2009</b></li> <li>• Major software upgrade – will require significant user training: access government user websites for training demos (<b>August – November 2009</b>); schedule one full-day training session for staff (<b>November 2009</b>)</li> </ul>

- Transfer all paper evidence of the BCRB accused (hard copy originals) to electronic format to provide accessible backup and electronic distribution (in compliance with Business Continuity Plan for the BCRB)

- **July – August 2009**

### 1.3 HUMAN RESOURCES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To identify and implement core staff development needs and opportunities; maintain staff performance management process</li>   <li>• Short-term Sick Leave - Scheduling Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to create their own Employee Performance and Development Plans by <b>May 2009</b>; to be created annually; progress is monitored quarterly</li>   <li>• Auxiliary staff position filled (1) <b>Apr 1/09</b></li> </ul>

## 1.4 PHYSICAL PLANT/ACCOMMODATION

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To monitor and assess space pressures/requirements</li> <li>• Replace expired contracts for aging office machines with approved MFD device (photocopier/network printer/scanner)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Common area shared office machinery scheduled for replacement: <b>June 2009</b></li> <li>• External hearing room location: photocopier/fax machine replacement - <b>June 2009</b></li> </ul>

## ACTIVITY 2.0: BOARD DEVELOPMENT

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ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To continue recruitment and screening process for new members (succession planning)</li> <li>• To closely monitor appointments and re-appointments in light of workload demands</li> <li>• To revise core orientation materials/jurisprudence</li> <li>• To convene Alternate Chair and full Board meetings</li> <li>• To provide ongoing training in forensic psychiatry, law, and risk assessment to Board members</li> <li>• To participate in inter-provincial Review Board Chair meetings</li> <li>• To maintain Quicklaw database</li> <li>• To update and maintain Board website</li> </ul>	<ul style="list-style-type: none"> <li>• Request for reappointment and one new appointment submitted <b>February 2009</b>;</li> <li>• Reappointment requests submitted <b>February 2009</b> (for <b>July 2009</b> expiries); review <b>December 2009</b> expiries – recommendations for reappointments to be submitted by <b>August 2009</b></li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Seminar sponsored by BCRB - Psychiatric Conference <b>Apr 1-3, 2009</b></li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>

<ul style="list-style-type: none"><li>• To monitor BCRB rules of procedure; revise as appropriate</li><li>• To revise/maintain BCRB work plans/performance objectives</li><li>• Submit request to reclassify Board in accordance with TBD 2/07</li><li>• To report annually regarding the Tribunal's operations and performance</li></ul>	<ul style="list-style-type: none"><li>• Revision of Hearing Practice Guidelines to be completed by <b>August 2009</b></li><li>• New 3-year plan – <b>April 2009</b></li><li>• Submission filed with Deputy Attorney General <b>March 2007</b></li><li>• Filing of 3 year reports and performance plans and annual updates</li></ul>
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# ACTIVITY 3.0: SERVICE DELIVERY

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## 3.1 DEVELOP/CLARIFY/STREAMLINE CASE MANAGEMENT PROCEDURES

ACTIVITY	STATUS/PERFORMANCE GOALS
<ul style="list-style-type: none"> <li>• To monitor caseloads to enable regionalized Board sittings and maximize utilization of travel expenditures</li> <li>• To review, rescope and relocate hearing locations throughout BC</li> <li>• To complete amendments to Case Management Procedures manual</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing analysis /assessment by registrar &amp; chair.</li> <li>• Monitor/review – <b>July 2009</b></li> <li>• Update procedures in Case Management Manual - ongoing</li> </ul>

### 3.2 POLICY/PROCEDURAL ISSUES

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

# ACTIVITY 4.0: STAKEHOLDER RELATIONS & COMMUNICATIONS

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