

SUMMARY

Dec. 2010

INCOME ASSISTANCE PAYMENTS CONTROL FRAMEWORK REVIEW

The ministry requested the Office of the Comptroller General-Internal Audit and Advisory Services conduct a review of Income Assistance Payments including analysis of their administration, validity, and accuracy. The review was in support of the ministry's ongoing improvement of its assistance payment processes.

The ministry provides Temporary Assistance, Disability Assistance and Supplementary Assistance for British Columbians in need. At the time this report was written, approximately 2,000 ministry staff delivered these services to approximately 100,000 individuals and families across British Columbia, through 88 offices and 21 service centres. Delivery of these services resulted in more than 120,000 monthly assistance payments in the range of \$100 million per month.

The review, completed in December 2007, focused on three key areas relating to ministry assistance payments:

- ministry key processes and the impact on assistance payments;
- financial and management controls in place for data processing; and
- the ministry's quality control over data outputs.

We found that ministry assistance payments processes are adequate. Some recommendations were made to supplement the ministry's actions to improve its payment control processes. Recommendations included assessing risks, enhancing monitoring and improving documentation. All recommendations have been accepted and acted upon by the ministry.

As a result, taxpayers should benefit from increased confidence that assistance payments are accurately and appropriately made to those most in need.

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