

# Chapter 3

## Justice: Maintenance Enforcement Program

### Overall Conclusions:

- The Maintenance Enforcement Program is not adequately monitoring and enforcing court orders
- There is currently \$60 million owed to recipients: both individuals and families rely on these payments

### Monitoring and Enforcement

#### Conclusions:

- Court orders not properly monitored and enforced
- Improvements to complaints process needed
- Development and monitoring of key performance indicators has improved
- Move to New Waterford impacted service to recipients



#### Examples:

- 21 of 25 cases with outstanding payments did not have timely or appropriate enforcement
- 8 of 10 inactive cases not adequately monitored
- Quality assurance reviews not done
- 6 of 30 complaints not resolved promptly; 1 other not addressed
- Improvements in setting goals and performance indicators
- Move to New Waterford resulted in loss of staff
- Less enforcement taken following move to New Waterford



#### Recommendations:

- Implement policy to guide monitoring of inactive cases
- Update and implement quality assurance policy
- Develop and implement process for management to monitor caseloads
- Improve complaints process

### Staff Training and Development

#### Conclusion:

- No formal processes in place to train and develop staff



#### Examples:

- No orientation process for new staff
- Program currently developing an orientation program
- Training provided on an ad hoc basis
- No formal training schedule for staff
- No performance plans or evaluations



#### Recommendations:

- Implement orientation and training programs for staff
- Complete performance management process for all staff