



To: Regional Council

Meeting Date: January 25, 2024

From: Stephen Maio
Senior Executive Officer

Re: **Long Term Disability Management & Oversight Audit Report**

In 2021, the Audit Services Branch conducted an audit of the Region's Long Term Disability Benefit Program and the case management practices of the Employee Health Unit. The audit culminated in a report presented to the Audit Committee in [January 2022](#).

This memo is required because three of the 17 total Audit Recommendations remain outstanding. Development and implementation of the following are still in progress, and therefore cannot be considered complete:

1. **4.2.2** - Refresher training for managers to ensure they are reminded of their responsibilities and equipped with the necessary knowledge to support staff on LTD.
2. **4.10.5** - Formal policy on recovery of identified overpayments.
3. **4.10.6** - Review current overpayments and work with Finance to resolve status of uncollectible accounts.

Anticipated completion of Recommendation No. 4.2.2 – Q1 2024

In response to the recommendation to create full-scale refresher training, consultation took place over 2022 and 2023 to review best practices on management resources for supporting employees on sick leave. During this time, managers continued to be supported and provided with interim resources and ad hoc advice to support long term disability and absence management and support.

In consultation with the Region's Corporate Learning division in 2022 and Employee Communications and Engagement in 2023, the decision was to create a dedicated resource portal page on the Management Centre of Excellence. The portal page would include resources on all matters related to absence support and absence management, short term sick leave, long term disability claims and associated absence, accommodation, and employee safety.

The portal landing site would include self-serve (just-in-time) PowerPoint videos highlighting key refresher content from the Mandatory Health and Safety for Manager Course (required of all management within 6 months of becoming leaders - Course Code HS0089).

The work was delayed in 2022 due to competing priorities as resources were needed to support the Region's continued response to the COVID-19 Pandemic. During 2022 and 2023, interim resources were created for managers on matters related to supporting staff on Long Term Disability, including:

- A Management Support Guide for Long-term Disability (LTD), is now sent to managers when their employee is applying for LTD
- As part of the mandatory courses for all new managers, the Health & Safety for Manager Training Course (Course Code HS0089), now includes additional content on Long-term Disability benefits

With the support of Employee Communications and Engagement, the anticipated completion of the management online resource page is Q1 2024 (January 2024).

Anticipated completion of Recommendation No. 4.10.5 & No. 4.10.6 – Q1 2024

An Overpayment Standard Operating Procedure (SOP) was completed and implemented in 2022. In Q1 2023, meetings were held with Legal Services, Payroll Services and Audit Services to discuss all options for the uncollectable accounts. The action items from those meetings were paused due to competing priorities and the work resumed in October 2023.

With the work resuming in Q4 2023, Legal Services, Payroll Services and the Employee Health Unit are currently updating the PEC Overpayment Standard Operating Procedure (SOP) resulting in the following:

- Updating the SOP language to reflect specific LTD overpayment direction, including a clear accountability framework for tracking/monitoring and escalation (with involvement of a third-party collection agency, where necessary)
- a revised recovery framework for those currently on a repayment plan, which involves an individual case-by-case review

Further review and consultation in November and December 2023 will be used to review each case of outstanding monies, resulting in a revised recovery/repayment plan letter. The letters, requesting an updated repayment plan, will be issued in January/February 2024 confirming the new repayment option(s) for each case.

The anticipated completion of the revised Overpayment Recovery Standard Operating Procedure is Q1 2024 (January 2024).

For more information on this memo, please contact Stephen Maio, Senior Executive Officer at 1-877-464-9675 ext. 71420. Accessible formats or communication supports are available upon request.



Stephen Maio
Senior Executive Officer



Erin Mahoney
Chief Administrative Officer

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