Report Changes

The following table summarizes the management response and update to the City Auditor's report (Calgary Neighbourhoods' Support of Community Associations Audit AC2017-0401):

Section 4.1 External Communication – Report Content		
Recommendation 1	**Management Response**	**Update**
The Director of Calgary Neighbourhoods broaden the "Status of Community Associations and Social Recreation Organizations on City-Owned Land" to include relevant information on risks to the City (LOC Compliance) identified in CN's Review Process including: • Financial • Land Use • Facility Management • Organizational Health	Phase 1 - Provide a revised report format to include relevant information on risks identified in the areas of facility management, financials and land use.	Phase 1 *Financial Risk Reporting* Financial risk to The City is identified through community groups rated as elevated risk or high risk (Attachment 3). *Land Use Risk Reporting* Community groups are adhering to permitted uses and discretionary uses on City land, as outlined in land use bylaw IP2007. The risk for this report change will be rolled into the future organizational health assessment checklist. *Facility Management Risk Reporting* Implementation of Powerplan across the entire community association (CA) and social recreation group (SRG) portfolio will be phased in over the next five years, and the system should be fully populated with all community group asset information by Q2, 2023. Administration has chosen a phased approach to gathering information and populating the

Section 4.1 External Communication – Report Content (continued)		
Recommendation 1	**Management Response**	**Update**
		database because it will result in a significant cost savings. As this data is collected each year, metrics will be reported within the annual status report that will inform physical asset associated risks for this portfolio of amenities. In order to report on risks associated with how our community group facilities are currently managed related to best practices, the Capital Conservation Grant (CCG) group is working with other City departments to create a reporting and assessment tool.
	Phase 2 - CN will define relevant data on organizational health and refine the collection method as necessary. The council report will be further revised to include information on organizational health.	Phase 2 *Organizational Health Risk Reporting* The City Auditor's report recommended Calgary Neighbourhoods report on community associations' organizational health in the 2018 report. Calgary Neighbourhoods developed and distributed the organizational health self-assessment tool to all community groups, whereby, they were asked to voluntarily review and rate their own organizational health. The response rate was only nine per cent. Submitting information on organizational health is optional for

Section 4.1 External Communication – Report Content (continued)		
Recommendation 1	**Management Response**	**Update**
		community groups and not a requirement of the lease/license of occupation. In order to accommodate the inclusion of a risk rating for organizational health, Administration is working on a revised and brief organizational health assessment tool that will be completed in collaboration with the community group. The outcome of the assessment will assist City liaisons to identify areas of support required for the group and inform their annual work plans.
Section 4.2 External Communication – Report Format		
Recommendation 2	**Management Response**	**Update**
The Director of Calgary Neighbourhoods revise the Annual Status Report format to highlight the following: • CAs with a concern or sustainability issue, and • Ratios or measures that monitor overall CA health and service to the community	-Work with CN Research and Reporting staff to develop several effective Results-Based Accountability (RBA) measures regarding CA health and service to the community -Revise the annual status report format to include a measure on service -Prepare a draft report that addresses sustainability and includes the RBA measures(s)	Based on The City Auditor's recommendation, Administration is currently developing a tool to capture individual and collective measures on service that Community Associations provide to the community. Results-Based Accountability (RBA) measures will be used. Information collected may include measures such as the number of programs and special events, participation numbers, the ability of the group to meet the needs of the community, and residents valuing the services, programs and amenities provided by the CA.