

Operational Review: What's New?

New Framework

The Operational Review is the primary assessment tool for understanding the performance, risk, and governance capability of Providers

Through this collaborative process, BC Housing works with Providers to identify existing strengths and opportunities for improvement, by assessing the degree to which Providers meet BC Housing's standards in 4 Core Areas.



Evaluation of the Core Areas is based on "Elements", each with specific assessment criteria used to determine if a Provider is meeting BC Housing's minimum requirements.

New Process

2021 - In consultation with Providers, BC Housing began to reform and refine the Operational Review process. The consultation revealed important gaps and prompted the creation of a new and improved multi-step review process.

New Platform



PartnerHub is the online software platform used to conduct the Operational Review process. PartnerHub facilitates communication between Providers and Portfolio Managers and fosters a more collaborative, streamlined, integrated and efficient Operational Review process.

Comprehensive training materials, resources, and a dedicated Support Team have been created to support you with the new Operational Review framework, process, and software platform.





Timeline of an Operational Review

STFP

3 months before

Initiate

Providers are given notice 2-3 months ahead of their Operational Review opening. The Portfolio Manager and Provider agree on an Open date together, and the Operational Review is scheduled.

8 months to upload

Demonstrate

Once the Operational Review is open, Providers have eight (8) months to upload documents and provide information that shows how they are meeting BC Housing's requirements.

2 months to review

Preliminary

The Portfolio Manager reviews the documentation uploaded by the Provider and gives a Preliminary Rating for each Element.

1 month for additional documents

Site Visit

The Portfolio Manager and Provider collaborate to schedule the Site Visit during the Preliminary Review period. After the initial review, Providers have one month to upload additional documents before the Report Rating.

1 month to finalize ratings

Report

The Portfolio Manager assigns the Report Rating for each Element and creates Action Items for all Elements rated as Developing.

Action Items resolved

Close

Action Items are resolved, and the Operational Review is closed. The time given to resolve Action Items will vary, but all Action Plans should be resolved before a Provider's next Operational Review begins (within 2 years).

