

**Criminal Injuries
Compensation Board**

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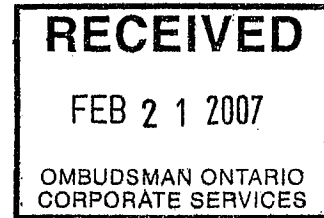
**Commission d'indemnisation
des victimes d'actes criminels**

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February 21, 2007

Mr. Andre Marin
Ombudsman
Ombudsman Ontario
Bell Trinity Square
483 Bay Street, 10th Floor, South Tower
Toronto, Ontario M5G 2C9



Re: Your File No. 190085

We have received the final report of your investigation of the Criminal Injuries Compensation Board.

It is unfortunate that our response to your preliminary report was taken to mean that the Board "just doesn't get it". I apologize for this misunderstanding. The Board does recognize that improvements are needed.

- The Board has increased access to its policies and procedures through the website.
- The Board has introduced new application forms with a goal of reducing the number of forms and making them easier to complete.
- The Board has revised its initial intake practices to assist victims in completing the application forms.
- The Board has combined all requests for compensation on one application form.
- The Board has conducted outreach activities and has recently completed information sessions for the Victim Witness Assistance Program's staff in all regional offices, the Toronto Children's Aid Society and community college students. We have committed to presentations in four other venues over the next two months.

These changes are moving the Board in the right direction and I agree with the Ombudsman's findings that more needs to be done.

The Board welcomes your recommendations for administrative reform and will work in partnership with the Ministry of the Attorney General in their implementation.

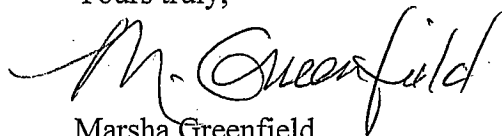
With the resources the Minister has committed, the Board will deal with the current backlog and address the systemic issues you have identified in your report.

We are fully prepared to review our policies and practices in light of your recommendations.

The Board welcomes your recommendations for legislative review and will participate fully with this task.

The Board is committed to working with your office and the Ministry of the Attorney General to meet your recommendations and will provide a quarterly update as requested. We will submit a detailed plan of action that encompasses all of your recommendations to your office and to the Ministry of the Attorney General by March 31, 2007.

Yours truly,



Marsha Greenfield

Chair

Criminal Injuries Compensation Board

cc: The Honourable Michael Bryant, Attorney General

Mr. Murray Segal, Deputy Attorney General