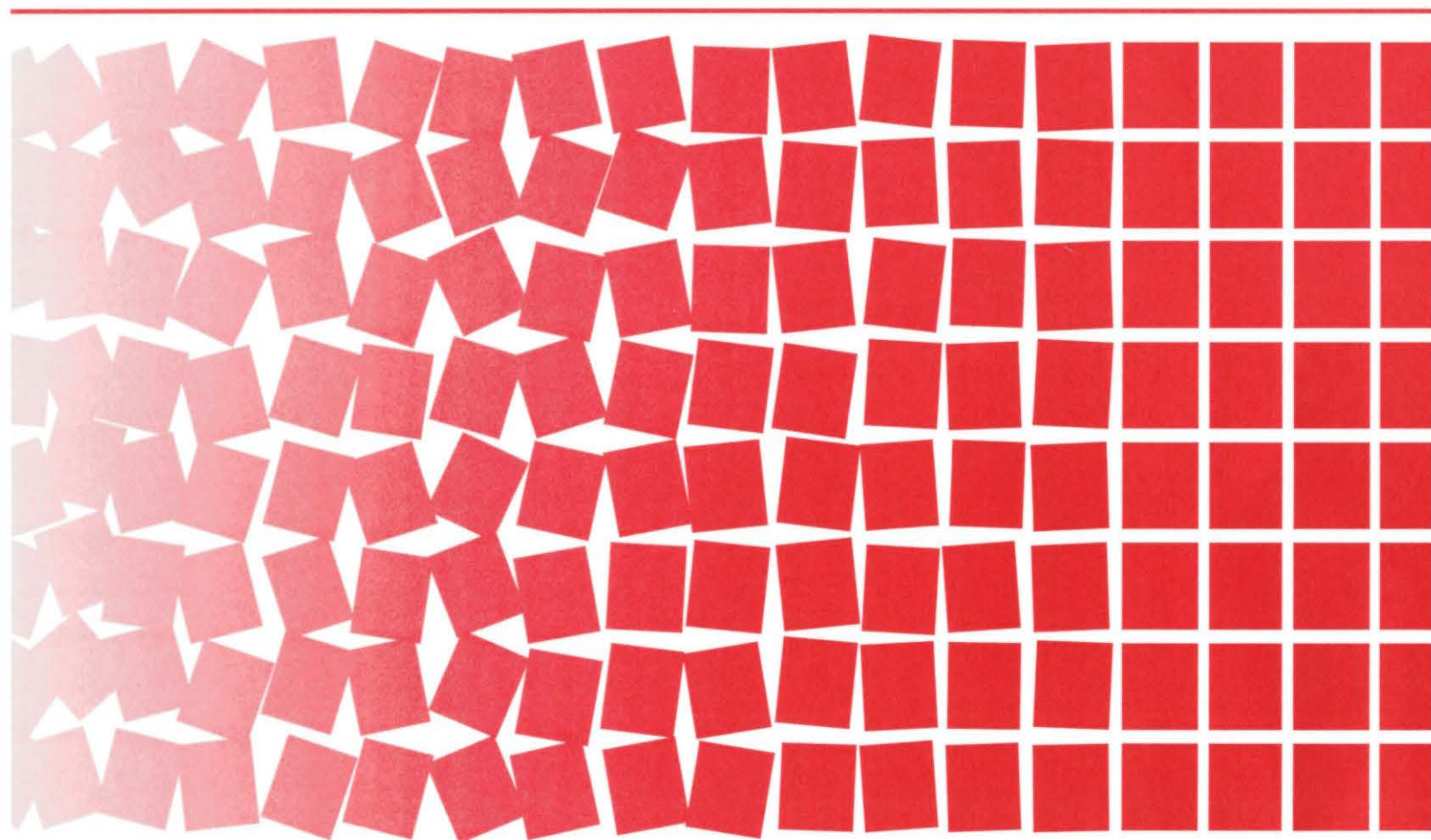


SOCIAL SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM



**CORPORATE RECORDS
MANAGEMENT BRANCH**

SOCIAL SERVICES

OPERATIONAL

RECORDS

CLASSIFICATION

SYSTEM



**Province of
British Columbia**

**Corporate Records
Management Branch**

Library and Archives Canada Cataloguing in Publication Data
British Columbia. Corporate Records Management Branch.
Social services operational records classification
system

Loose-leaf for updating.

"This ORCS covers records created and received since
January 1, 1880 with the establishment of the Destitute,
Poor and Sick Fund."-Executive summary.

ISBN 0-7726-5294-5

1. British Columbia. Ministry of Human Resources -
Public records - Handbooks, manuals, etc. 2. Public
welfare - British Columbia - Handbooks, manuals, etc.
3. Social work administration - British Columbia -
Handbooks, manuals, etc. 4. Classification - Public
records - Handbooks, manuals, etc. 5. Records retention
- British Columbia - Handbooks, manuals, etc. I. Title.

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C2005-960039-X

ORCS REGISTER OF FORMAL AND ADMINISTRATIVE AMENDMENTS

This register lists all changes made to the *Social Services ORCS* and approved by either the Legislature (formal amendments) or the Public Documents Committee (PDC) Secretary (administrative amendments). Each amendment is uniquely identified as follows:

- **Formal amendments:** Schedule application number assigned to the amendment and used during the review and approval process conducted by the relevant ministry/agency, Records Management Operations (RMO), PDC, the Public Accounts Committee, and the Legislature; e.g., 123456.
- **Administrative amendments:** ADAM plus a registration number issued by Records Management Operations (RMO); e.g., ADministrative AMendment number thirty-eight is ADAM 38.

For administrative amendments policy and guidelines, see Recorded Information Management (RIM) policy entitled “Administrative Amendment of Approved Records Schedules” (CORP006) and *Standard ORCS Kit* chapter 3, section 3.3.

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

Unique identifier (ADAM # or Schedule #)	Date Approved	Section/ Primary/ Secondary	Changes
ADAM 039	2014/04/10	Primary 30300	Transfer of functions to the Ministry of Justice’s <i>Emergency Social Services ORCS</i> , Schedule 120776. See concordance table for details.
ADAM 038	2013/02/05	Primary 10500-09,-20, and -25; Primary 30200, and related ISOs	Transfer of functions to the Ministry of Children and Family Development’s <i>Child Care Subsidy Program Ongoing Records Schedule</i> , 169600. See concordance table for details.
191639	2008/05/28	Secondary 30000-35	Addition of a new secondary to cover sponsorship default case files.

ADMINISTRATIVE AMENDMENT APPROVAL FORM (ARS 636)

DESCRIPTION

The purpose of this administrative amendment is to reflect the transfer of responsibility for the Emergency Social Services (ESS) function from the Ministry of Social Development to the Ministry of Justice in August 2005.

This administrative amendment to the *Social Services ORCS*, Schedule 133400, will be effective upon the legislative approval of the formal amendment to the *Emergency Management Services ORCS*, Schedule 120776, application 201297.

Upon legislative approval, primary 30300 Emergency Social Services in the *Social Services ORCS* will be discontinued and replaced by primary 68720 Disaster Assistance – Emergency Social Services in the *Emergency Management Services ORCS*.

Records processed under the old schedule will be re-processed under the new schedule.

The *Emergency Management Services ORCS* formal amendment has already been reviewed internally and is awaiting a PDC meeting. Attached are the applicable amended pages from the *Social Services ORCS* and a memo from the Records Officer endorsing this change.

REVIEW AND APPROVAL SIGNATURES

Records Management Operations (RMO) approves the schedule change as an administrative amendment.

1. Prepared by:

Sue Shea 2012/10/30
 S. Shea, Archivist, RMO YYYY/MM/DD

3. Approved by:

Glen Isaac 2013/02/05
 Glen Isaac, Manager, RMO YYYY/MM/DD

2. Approved by:

Lynne Tibbitt 2013/02/05
 Lynne Tibbitt, Secretary
 Public Documents Committee YYYY/MM/DD

Effective date: 2014/04/10
 (if different than approved date) YYYY/MM/DD

approver initials GIS

ADMINISTRATIVE AMENDMENT APPROVAL FORM (ARS 636)

DESCRIPTION

The purpose of this administrative amendment is to create a new ongoing records schedule to reflect the transfer of responsibility for child care subsidy records from the Ministry of Social Development to the Ministry of Children and Family Development (MCFD), effective August 22, 2006.

Child care subsidy records were previously classified and scheduled under primaries 10500 Fraud Detection and Investigations and 30200 Child Care Services within the Social Services ORCS, Schedule 133400. The following are being discontinued from the Social Services ORCS and incorporated into the Child Care Subsidy Program Ongoing Records Schedule, 169600.

- Primary 10500, secondaries -09, -20, and -25
Primary 30200, all secondaries
Child Care Subsidy Information System Overview
Child Care Subsidy Program (CCSP) Investigation System

Secondary 10500-05, Detection and investigation statistical reports, will be retained in the Social Services ORCS and used in the ongoing records schedule, albeit with modifications, as this secondary is used by both ministries.

It is anticipated that the records covered under the ongoing records schedule will eventually be incorporated into the Children and Family ORCS, Schedule 118669, which is currently under amendment. In the meantime, the ongoing records schedule provides an immediate and effective method to reflect the transfer, while providing minimal disruption for the client.

The same primary and secondary numbers have been retained in the ongoing records schedule to facilitate client use during the transition period.

Records processed under the old schedule will be re-processed under the new schedule.

See attached Child Care Subsidy Program Ongoing Records Schedule, amended pages from the Social Services ORCS, and email correspondence from the Records Officer authorizing these changes.

REVIEW AND APPROVAL SIGNATURES

Records Management Operations (RMO) approves the schedule change as an administrative amendment.

1. Prepared by: [Signature] 2012/10/30
S. Shea, Archivist, RMO YYYY/MM/DD

3. Approved by: [Signature] 2012/15
Glen Isaac, Manager, RMO YYYY/MM/DD

2. Approved by: [Signature] 2012/05
Synne Tibbitt, Secretary YYYY/MM/DD
Public Documents Committee

Effective date: 20 / /
(approver initials)

GUIDELINES FOR COMPLETING ADMINISTRATIVE AMENDMENT DOCUMENTATION
RMO Guidelines ARCH ORCS 12700-00/INT004

Guidelines are available in TRIM and attached to the template, ARS 636.dot. Also see RIM Policy 02-08 *Administrative Amendment of Approved Records Schedules*.

1. **Complete form:** After confirming the need for an administrative amendment, complete the Administrative Amendment Approval form (ARS 636) and have it signed off. Enter an effective date, if it varies from the approval date. Ensure the approvers initial the effective date. Save a reference copy of it in TRIM under ARCH-12830-20 with a title comprised of the six digit schedule number and "admin_amendment". File the signed original and all attachments on the schedule file (12830-20).
2. **Register the amendment:**
 - Add a new entry for the amendment to the *Central Register of Administrative Amendments* (draft secondary 12830-09 in TRIM).
 - Add the registration number from the Central Register to the ARS 636 form.
3. When the administrative amendment is approved **notify the Records Officer**. Send an email with TRIM references to the ARS 636, the updated schedule pages, and the updated ARS 642. [Updated ORCS pages and ARS 642 are in TRIM ARCH-12760-10.] If appropriate, include a request for updated ARS 617 forms for outstanding accessions where the administrative amendment changes the final disposition of the records (e.g., existing SR secondary is split into two that are DE and FR, or SR and FR reflecting the former SR criteria). See model memo in Appendix A.
4. **Update ARIS:**
 - In *Maintain Existing Schedule Trackings* table, **schedule tracking note** field, add an appropriate note (e.g. "Administrative amendment to schedule approved by Manager and PDC Secretary and registered as ADAM 99. smh 2020/12/12").
 - Determine if an ongoing accession number is affected by conducting a query of the **ARCS/ORCS Primary No** and **ARCS/ORCS Secondary No** fields in the ARIS *Maintain Existing MR Records Services* table for the relevant primary and/or secondary number. Update the **Management Unit Notes** field (e.g., "As of 2020/12/12, no further records will be selected from this OAN and all records it covers may be destroyed, in accordance with approved administrative amendment ADAM 99."), and/or update the **Recommended** scheduling fields (e.g., **Final Disposition** SR to DE). For instructions on modifying OANs, see appendix C(2) of INT003 SR/FR sign-off procedures in TRIM.
 - Cancel any unapproved formal amendments intended to address the same issue that is being addressed by the administrative amendment. To find unapproved formal amendments, query the ARIS *Maintain Existing Schedule Tracking* table, and enter the original schedule number in the **Schedule Auth No** field.
5. If necessary, **file the ARS 636 and attachments** (memo from Records Officer, amended pages, summary of changes, briefing note, and/or other documentation) on the related OAN accession file (secondary 12410-02).
6. If this is an ORCS administrative amendment, place copies of the updated ORCS pages and ORCS Register of Amendments in the relevant ORCS binder. Replace the original pages with the new pages as appropriate, and place the Register after the title page.



Schedule No. 133400

RECORDS RETENTION AND DISPOSITION AUTHORITY

Amendment No. 191639

This is a recommendation to amend the above-noted records schedule.

Title: Social Services Operational Records Classification System - Amendment 1

Ministry of Employment and Income Assistance

Description and Purpose:

The purpose of this amendment is to add a new secondary for records related to the default of sponsorship of immigrants and the repayment or cancellation of debts for benefits paid.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 1880 ongoing

Physical format of records: see attached schedule

Annual accumulation: 192 cubic meters

Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

Records Officer: [Signature] Date: Jan 11/07
Executive Director/ADM: [Signature] Date: 08/02/19
Deputy Minister/Corporate Executive: [Signature] Date: Feb 28/08

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

Date: May 27, 2008

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

Chair, PDC: [Signature] Date: [Signature] 2008

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

Date: May 28 2008

OTHER STATUTORY APPROVALS:

Signature

Date

Signature

Date

Title:

Title:

CONTACT: Roxanne Weeds, Manager, Records and Forms Services, 250-387-1256


RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Employment and Assistance Act (SBC 2002 c. 40)*, the *Employment and Assistance for Persons with Disabilities Act (SBC 2002, c. 41)*, the *Health Act (RSBC 1996, c. 179)* and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated in the attached schedule.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.



Records Analyst

2006/11/23
Date

ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.



Archivist

2006/11/23
Date

The undersigned endorses the appraisal recommendations:



Director, Corporate Records Management Branch

2006-11-23
Date

RECORDS RETENTION AND DISPOSITION AUTHORITY

This is a recommendation to authorize an operational records classification and scheduling system.

Title: *Social Services Operational Records Classification System*

Ministry of Human Resources

Description and Purpose:

The *Social Services Operational Records Classification System (ORCS)* covers all operational records created, received, and maintained by all offices of the Ministry of Human Resources.

These records document the provision of infrastructure in support of ministry programs, the processing of complaints and appeals, policy and program development, the provision of social benefits, financial assistance and employment services, and the provision of supplementary health services to eligible clients in British Columbia.

For further descriptive information about these records, please refer to the attached executive summary.


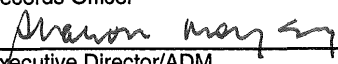

Date range: 1880 ongoing

Physical format of records: see attached schedule

Annual accumulation: 192 cubic meters

Recommended retention and disposition: scheduled in accord with attached *ORCS*.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

	<u>Oct 8/04</u>
Records Officer	Date
	<u>04/10/14</u>
Executive Director/ADM	Date
	<u>Oct. 15/04</u>
Deputy Minister/Corporate Executive	Date

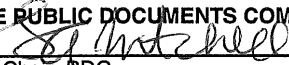
THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

Jan 31 2005
Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

Feb 21 2005
Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:


Chair, PDC 4 NOV 2004
Date

OTHER STATUTORY APPROVALS:

_____ Signature	_____ Date	_____ Signature	_____ Date
Title:		Title:	

CONTACT: Roxanne Weeds, Manager, Records and Forms Services, 250-387-1256

RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.


These records are created and received under the authority of the *Employment and Assistance Act* (SBC 2002, c. 40), the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41), the *Health Act* (RSBC 1996, c. 179) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

This *Operational Records Classification System* replaces approved ongoing records schedules 105009, 105011, 105015, 105033, 105061, 105069, 870118, 870245, 870864, and 891283.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.


Records Analyst

2004-09-30
Date

ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."


Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.


Archivist

2004-09-30
Date

The undersigned endorses the appraisal recommendations:


Director, Corporate Records Management Branch

2004-09-30
Date

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

A SA FD

SOCIAL SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records created by the Ministry of Human Resources (MHR) under the the *Employment and Assistance Act* (SBC 2002, c. 40) and the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41).

These records document the provision of social services, programs and financial assistance, as well as the operations and infrastructure required to support and oversee these services and programs.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Corporate Records Management Branch has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since January 1, 1880 with the establishment of the *Destitute, Poor and Sick Fund*. Although many of the early records relating to social services have been previously transferred to the government archives under records of the Provincial Secretary, there may still be records from this early period in the custody of the Ministry of Human Resources. The bulk of the ministry's records date from the 1920s onwards.

(continued on next page)

A = Active
SA = Semi-active
FD = Final Disposition
PIB = Personal Information Bank
PUR = Public Use Records
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
FOI = Freedom of Information/Privacy
VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing ORCS, contact your Records Officer.

A SA FD

FR = The government archives will fully retain emergency incident information case files because they document the response of the ministry and government to an emergency.

5) Client benefit case files
(secondary 30000-20)

SO+12m 9y SR

These records document the relationship and interactions between an individual client and the ministry, including the provision of social services and programs.

10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.

SR = These records will be selectively retained for the government archives for their evidential, historical, and socio-cultural values. These records document how a major social program is applied and administered, and how the government interacts with the public in the application of this program. All records not selected will be destroyed. The selection will be made in the following manner.

For files transferred to semi-active storage from the former Records Management Unit (RMU) – Richmond, a one percent sample of files will be retained by retaining every box ending in 01.

For files transferred to semi-active storage directly from district offices, five boxes of files will be retained each year. This will be done by selecting one box from each of the following five district offices: Campbell River North, Kamloops Seymour Street, Maple Ridge, Prince Rupert, and Richmond. All files from other offices will be destroyed. Boxes will be selected by the alphabetical range of clients’ surnames, varying the range each year, to ensure that over time surnames from the full alphabetical range are represented in the sample retained for each office.

6) Social policy - approved
(secondary 10700-02)

SO 5y SR

These records document the final approved policies, procedures, rate tables and program descriptions of the ministry.

(continued on next page)

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A SA FD

SR = The government archives will selectively retain approved social policy records because they document the policy and procedures that govern the provision of income support and other social programs provided by the ministry. These are major social programs in the province.

These records will be selectively retained by printing off the social policy manuals (*The Field Guide* and *The British Columbia Employment and Assistance Manual*) from the Ministry intranet website for transfer to the archives when this ORCS is approved. After that these manuals will be printed for transfer to the archives every two years. The Ministry Records Officer will print the manuals and prepare them for transfer.

In addition, the ministry will transfer to the archives one copy of each manual, procedures, standards, guidelines, rate tables, program descriptions, and reports supporting the policy or program description that was created on paper only.

7) Persons with Disabilities (PWD) designation denied client case files CY 60y DE
(secondary 40100-35)

These records document the application for and the denial of the PWD designation.

61y = The sixty-one-year retention is based on a reasonable interpretation of the *Limitation Act* (RSBC 1996, c. 266, s. 7(2)), considering the type of damages that might arise from a wrongful denial of a PWD designation.

8) Therapy supplement client case files CY 60y DE
(secondary 40900-20)

These records document the provision of therapy, massage, and chiropractic treatment services as well as counseling services to clients.

61y = The sixty-one-year retention is based on a reasonable interpretation of the *Limitation Act* (RSBC 1996, c. 266, s. 7(2)).

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
9) <u>Client appeal case files</u>			
(secondary 10600-20)	SO	20y	DE
(secondary 10600-30)	SO+1y	9y	DE
(secondaries 10600-40 and 10600-80)	SO+6m	10y	DE

These records document the process of a client's appeal of the ministry's decisions and policies.

20y = A twenty year retention is adequate to cover government's legal responsibilities in relation to BC Benefits Appeal Board case files.

10y = A ten year retention is adequate to cover government's legal responsibilities in relation to other appeal case files.

10) <u>Family maintenance client files</u>			
(secondary 30500-20)	SO+2y	18y	DE
(secondary 30500-25)	SO+7y	13y	DE

These records document the ministry's efforts to represent a client who is entitled to family maintenance.

20y = The twenty year retention period allows for tracking and analysis of client activity if an investigation is required and for long term reactivation of case files.

11) <u>Dental and orthodontic client case files</u>			
(secondaries 40100-20 and 40100-40)	CY+1y	14y	DE
(secondary 40100-50)	CY+6y	9y	DE

These records document the provision of dental and orthodontic services to a client.

(continued on next page)

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A SA FD

16y = The sixteen-year retention period covers the seven years required by the *Limitations Act* (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority.

- | | |
|--|--|
| 12) <u>Investigation files</u>
(secondaries 10500-20 and 10500-50)
(secondaries 10500-25 and 10500-55) | SO+1y 14y DE
SO+15y nil DE |
|--|--|

These records document the ministry's efforts to detect and investigation incidents of fraud.

15y = The fifteen year retention period provides adequate time for the tracking and analysis of client activity if future investigations are required, and provides a substantial period for clients to challenge an investigation.

- | | |
|--|--------------------|
| 13) <u>Detection and investigation statistical reports</u>
(secondary 10500-05) | CY+9y nil DE |
|--|--------------------|

These records document trend analysis and reporting in the areas of fraud detection and investigation.

10y = The ten year retention period is required for statistical analysis.

- | | |
|---|--|
| 14) <u>Client case files</u>
(secondaries 30200-20 and 30200-25)
(secondaries 10100-30 and 10100-35)
(secondary 30000-25)
(secondaries 10500-02 and 10500-09)
(secondary 10500-03) | SO+16m 9y DE
SO+12m 9y DE
SO+10y nil DE
CY+9y nil DE
CY+2y 7y DE |
|---|--|

These records document the provision of various social services and programs as well as efforts to detect and investigation incidents of fraud.

10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
15) <u>Customer inquiry case files</u> (secondary 10100-20)	CY+7y	nil	DE

These records document the resolution of routine inquiries about the provision of programs and services. Serious issues are documented in court records and all inquiries are referred to provisions in legislation.

8y = The eight year retention period is required for trend analysis and reference purposes.

16) <u>Electronic Records</u>			DE
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The following electronic databases are covered by this *ORCS*: Bridging Employment Program System (BEP), BC Bus Pass System (Bus Pass), Care Analysis Tracking System (CATS), Child Care Subsidy Program Investigation System (FMP), Corporate Data Warehouse, Employment Program for Persons with Disabilities System (EPPD), Executive Call Tracking System (Call Trak), Health Assistance Reconsideration Unit Database (HARU), Job Placement Program System (JP), Management Information System (MIS), Merlin Reach Back (MERLIN), Pacific Blue Cross System (PBCS), Reconsiderations and Appeals System (RAS), Seniors' Supplement System, Service Review Tracking System (SRTS), Skills, Training and Accountability Registry (STAR), and Training for Jobs System (TFJ). The following web sites are covered by this *ORCS*: Management Analysis and Reporting System (MARS), Ministry of Human Resources internet, and Ministry of Human Resources intranet. The Information System Overview section provides information about the electronic systems, web sites, inputs and outputs and routine back-ups. Notes under the relevant *ORCS* secondaries provide information about the classification and scheduling of the records. These records have no enduring value to government at the end of their scheduled retention periods.

(continued on next page)

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VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

17) All Other Records

DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. The information these records contain is summarized elsewhere, or reflects policies and procedures adequately documented in records covered by the -00 Policy and procedures secondaries. Significant issues are documented in records which will be retained under the provisions of this *ORCS*, as well as in briefing notes to the ministry executive (*ARCS* secondary 280-03) and the Ministry of Human Resources annual reports (*ARCS* secondary 442-20). These records have no enduring value to government at the end of their scheduled retention periods.

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PUR = Public Use Records
OPR = Office of Primary Responsibility

CY = Calendar Year
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w = week m = month
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A SA FD

SOCIAL SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	CATS	Care Analysis Tracking System
	CDW	Corporate Data Warehouse
	EPPD	Employment Program for Persons with Disabilities System
	Call Trak	Executive Call Tracking System
	HARU	Health Assistance Reconsideration Unit Database
	JP	Job Placement Program System
	MIS	Management Information System
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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

ISO SECTION	MERLIN	Merlin Reach Back
	PBCS	Pacific Blue Cross System
	RAS	Reconsiderations and Appeals System
		Seniors' Supplement System
	SRTS	Service Review Tracking System
	STAR	Skills, Training and Accountability Registry
	TFJ	Training for Jobs System
		<u>WEB SITE ISOW TITLE</u>
	MARS	Management Analysis and Reporting System web site
		Ministry of Human Resources internet web site
		Ministry of Human Resources intranet web site

GLOSSARY

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

SECTION 1

SOCIAL SERVICES

PRIMARY NUMBERS

1 0 0 0 0 - 1 4 9 9 9

Section 1 covers records related to providing infrastructure in support of ministry programs and services. Ministry programs and services are defined by the *Employment and Assistance Act* (SBC 2002, c. 40) and the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41).

This includes records relating to: supplying electronic services to ministry programs and clients; providing processes for client complaints, reconsiderations and appeals; detecting and investigating program fraud and recovering debt.

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A SA FD

SECTION 1

10000 – SOCIAL SERVICES - 14999

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10000 SOCIAL SERVICES - GENERAL A SA FD

Records not shown elsewhere in the social services section that relates generally to providing employment and assistance services to ministry clients and emergency social services to those in need.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

NOTE: Only records that cannot be classified to a more specific primary or secondary may be classified under this primary.

For approved legislation, regulations and Orders in Council, see *ARCS* primary 135.

For committees and working groups, see *ARCS* primaries 200 to 206.

For legal opinions and decisions, see *ARCS* primary 350.

For legislation and regulation development, see *ARCS* primary 140.

For the ministry web site, see the information system overview (ISO) section.

Unless otherwise specified below, the ministry OPR (Ministry of Human Resources) will retain these records for:

CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

FR = The government archives will fully retain policy and procedure files created by offices having responsibility for policy and procedure development and approval. These records have evidential value.

-01 General

(continued on next page)

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		<u>A</u>	<u>SA</u>	<u>FD</u>
10000	<u>SOCIAL SERVICES - GENERAL</u> (continued)			
-02	MARS web site (Management Analysis and Reporting System) OPR = Planning, Performance and Data Services Branch SO = when no longer required for reference purposes NOTE: This website contains general statistical performance reports for the management of cases, and for evaluating case loads for staff. All documents presented in the website are classified under appropriate secondaries within this <i>ORCS</i> or in the <i>Administrative Records Classification System (ARCS)</i> .	SO	nil	DE
-03	Ministry internet web site OPR = Deputy Minister's Office SO = when no longer required for reference purposes NOTE: This website contains general information for the public about ministry programs and services. All documents presented in the website are classified under appropriate secondaries within this <i>ORCS</i> or in the <i>Administrative Records Classification System (ARCS)</i> .	SO	nil	DE
-04	Ministry intranet web site OPR = Deputy Minister's Office SO = when no longer required for reference purposes NOTE: This website contains information on policies and programs designed for the information of ministry staff. All documents presented in the website are classified under appropriate secondaries within this <i>ORCS</i> or in the <i>Administrative Records Classification System (ARCS)</i> . The policy manuals on the website are scheduled for retention in secondary 10700-02.	SO	nil	DE

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A SA FD

10100 CUSTOMER RELATIONS AND SERVICE QUALITY

Records related to managing and tracking service and program inquiries and complaints. Inquiries and complaints are usually from ministry clients or client advocates, but may also come from the ministry executive, Member of Legislative Assembly (MLA) offices and Enquiry BC referrals. The terms client and customer are interchangeable and refer to an individual on BC Employment and Assistance or any one of the services provided by the ministry.

Inquiries, issues, research and responses are tracked by the Executive Call Tracking System (Call Trak). All inquiries received by the branch result in a working call sheet and subsequent correspondence. Simple inquiries are entirely captured in Call Trak and the call sheets in these cases are transitory input records and, under the authority of special schedule 109902, may be destroyed when no longer needed. When Employment and Assistance Centres (EACs) receive communications from clients, the Management Information System (MIS) is updated and any documentation is added to the client's benefits file (see secondary 30000-20).

Service quality complaints are handled by regional service quality representatives and are logged in the Service Review Tracking System (SRTS). Most service quality complaints and inquiries are dealt with verbally and do not require the creation of a case file. Service quality does not cover reconsiderations and appeals.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For ad hoc reports, such as the issue and regional client reports, see *ARCS* secondary 440-25.

For business performance projects and surveys, see secondary 10700-20.

For Call Trak, see the information system overview (ISO) section.

For executive correspondence, see *ARCS* secondary 280-40.

For MIS, see the ISO section.

For ombudsman's investigations, see *ARCS* secondary 155-20.

For reconsiderations and appeals, see primary 10600.

For service quality reviews of ministry programs, see secondary 10700-20.

For SRTS, see the ISO section.

For statistical reports, see *ARCS* primaries 440 to 448.

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			<u>A</u>	<u>SA</u>	<u>FD</u>
10100 <u>CUSTOMER RELATIONS AND SERVICE QUALITY</u> (continued)					
For transitory data input documents, such as call sheets, see special schedule 102902.					
Unless otherwise specified below, the ministry OPR (Customer Services Branch) will retain these records for:					
			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:					
			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
	OPR = Social Policy Branch				
-01	General				
-02	Client relations tracking logs (covers phone and mail logs)		SO	nil	DE
	OPR = Regional Offices and Employment and Assistance Centres				
-03	Miscellaneous client and public communications		SO	nil	DE
	OPR = Regional Offices and Employment and Assistance Centres				
	NOTE: If a communication develops into a customer inquiry case file or service quality case file, reclassify to secondaries -20 or -30 respectively.				
PIB	-20	Customer inquiry case files (covers research and analysis of inquiries and issues) (includes call sheet) (arrange by name of customer)	CY+7y	nil	DE
	8y =	The eight year retention period is required for trend analysis and reference purposes.			

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			<u>A</u>	<u>SA</u>	<u>FD</u>
10100		<u>CUSTOMER RELATIONS AND SERVICE QUALITY</u> (continued)			
DE =	These records will be destroyed because they document the resolution of routine inquiries about the provision of programs and services. Serious issues are documented in court records and all inquiries are referred to provisions in legislation.				
PIB	-25	Customer inquiry data files (electronic database records)	SO	nil	DE

SO = when the data has been converted to another electronic system or when the government no longer tracks inquiries about BC Employment and Assistance services

NOTE: This secondary is not to be used for filing. It classifies the data contained within Call Trak.

PIB	-30	Service quality client case files (covers background information and consultation) (includes screen prints, statements, telephone and interview transcripts) (arrange by name of client)	SO+12m	9y	DE
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OPR = Regional Offices

SO = when client is no longer receiving benefits and any outstanding debt has been resolved

10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.

PIB	-35	Service quality client data files (electronic database records)	SO+12m	9y	DE
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OPR = Service Delivery Supports

SO = when client is no longer receiving benefits and any outstanding debt has been resolved

10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.

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A SA FD

10100 CUSTOMER RELATIONS AND SERVICE QUALITY (continued)

NOTE: This secondary is not to be used for filing. It classifies the data contained within SRTS.

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10200 DATA MANAGEMENT A SA FD

Records relating to the managing the data contained within the Corporate Data Warehouse (CDW). Special requests are used to request data from the CDW or to make changes to the data within the CDW. Data sets are electronic files used to transfer data between databases.

This primary also covers a large number of simple databases which are used to produce statistics and reports and to do forecasting and program evaluations. Collectively, these databases are known as the GAIN research databases.

It also covers the Sponsorship Debt simple database, which is used to track debts. A sponsor is someone who guarantees that an immigrant will not be on social assistance for ten years after immigrating. If a sponsored immigrant uses social assistance, the sponsor is required to repay the debt to the province. The database only holds debts from January, 1993, to August, 1999.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For the CDW, see the information system overview (ISO) section.
For information technology development projects, see ARCS secondary 6450-20.

For library/reference materials, see ARCS secondary 358-20.
For program forecasting, evaluation and monitoring, see secondary 10700-20.

For statistical reports, see ARCS secondary 440-20.
For transitory data files such as raw data tables and data sets, see special schedule 102902.

Unless otherwise specified below, the ministry OPR (Economic Analysis Branch) will retain these records for: FY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

OPR = Social Policy Branch

-01 General

(continued on next page)

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		<u>A</u>	<u>SA</u>	<u>FD</u>
10200	<u>DATA MANAGEMENT</u> (continued)			
-02	Special data requests (paper and electronic records) (covers data change requests)	FY+2y	4y	DE

-20	Corporate data warehouse data files (electronic database records) (arranged by client, region, and/or program)	SO	nil	DE
-----	--	----	-----	----

SO = when government no longer requires the data

NOTE: Data classified under this secondary is all the data held in the Corporate Data Warehouse.

-30	GAIN research databases (electronic databases)	SO	nil	DE
-----	---	----	-----	----

OPR = Research and Economic Analysis

NOTE: Because these are simple systems, information system overviews have not been developed.

-40	Sponsorship debt database (electronic database)	SO	nil	DE
-----	--	----	-----	----

OPR = Research and Economic Analysis

SO = when all outstanding sponsorship issues on this database have been resolved or are considered superseded

NOTE: Because this is a simple system, an information system overviews has not been developed.

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10300 DEBT RECOVERY A SA FD

Records related to recovering funds issued to or on behalf of clients. Debt recovery may occur for several reasons, including client and ministry error, fraud and repayable assistance. Debts are resolved by being recovered or abandoned.

Debt recovery usually involves the transfer of the relevant client file to the office responsible for debt collection. Some client files (senior's supplement and child care) are returned to the originating office, but employment and assistance client benefit files are not.

For child care client files, see secondary 30200-20.
 For client benefit files, see secondary 30000-20.
 For library/reference materials, see ARCS secondary 358-20.
 For the MIS, see the information system overview (ISO) section.
 For policy, see secondaries 10700-02 and -20.
 For seniors' supplement client files, see secondary 30700-20.
 For statistical reports, see ARCS primaries 440 to 448.

Unless otherwise specified below, the ministry OPR (Financial Operations) will retain these records for: FY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

-01 General

PIB	-20	Debt recovery case files (covers client's personal information and background, action and resolution of debt collection process) (arrange by name of client)	SO	7y	DE
-----	-----	---	----	----	----

SO = when debt is recovered or abandoned

NOTE: This secondary, in combination with secondary 30000-20, replaces and supersedes ongoing schedule 105069 (GAIN outstanding accounts files).

(continued on next page)

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10300	<u>DEBT RECOVERY</u>	(continued)	A	SA	FD
PIB	-25	Debt recovery data files	SO	7y	DE
VR		(electronic database records)			

SO = when debt is recovered or abandoned

NOTE: This secondary is not to be used for filing. It classifies the data contained within the MIS.

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10400 ELECTRONIC CLIENT SERVICES A SA FD

Records related to providing electronic services to clients through the internet and telephone. Current services include, but are not limited to, an internet based client orientation and the Automated Telephone Inquiry (ATI) system. This primary covers the content development of the client services web pages (i.e., text and graphics).

An automated monthly process from the Management Information System (MIS) sends mail to selected clients for participation in certain electronic services. Undelivered mail is returned unopened for confidential destruction.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For internet application development, see *ARCS* primary 6450.

For reports and statistics, see *ARCS* primaries 440 to 448.

For temporary data files, such as the Automated Number Information table, the cheque status table and the eligible clients' data file, see special schedule 102902.

For web site development, implementation and maintenance, see *ARCS* primary 6450.

Unless otherwise specified below, the ministry OPR (Service Delivery Supports) will retain these records for:

CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

OPR = Social Policy Branch

-01	General				
-02	Returned client mail		SO	nil	DE

-20	Client services web page development case files (covers web orientation content and textual content of other client services web pages and applications) (arrange by web page)		SO	nil	DE
-----	--	--	----	-----	----

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A SA FD

10500 FRAUD DETECTION AND INVESTIGATION

Records related to identifying and investigating cases of fraud against the Employment and Assistance program. Fraud occurs when people receive income assistance to which they are not entitled or fail to declare other sources of income and benefits. Note that investigations may reveal that an overpayment is due to a ministry error.

Detecting fraud is achieved by examining fraud allegations and complaints submitted by the public, ministry staff or other ministries, by conducting compliance reviews of client case files and by comparing client data within the Management Information System (MIS) against data supplied by other agencies. Agencies include organizations like the Canada Pension Plan (CPP), the Canada Customs and Revenue Agency (CCRA), Human Resources Development Canada (HRDC) and the Ministry of Advanced Education. Compliance reviews are conducted according to proposed standards and procedures and are tracked through the MIS Compliance Review subsystem.

Fraud allegations are typically received in the regional Employment and Assistance Centre (EAC). While still in the EAC, the responsible Employment and Assistance Worker (EAW) establishes the validity of the allegation and reviews the client's Employment and Assistance case file (known as the GA or GAIN file). If it appears that an investigation is required, a fraud referral is completed and forwarded to the PCE regional office.

Fraud investigations are conducted in a PCE regional office in response to a fraud referral. An investigation gathers data from many sources including the client's case file, cheque stubs and other agencies. Investigations are tracked on the Investigation module of the MIS (MIS IN). Investigations are closed if they are unfounded, if there is insufficient evidence, when a repayment agreement has been reached, or when litigation has resolved the case. Once the investigation is concluded, the results are sent to the client's GA file.

(continued on next page)

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PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10500 FRAUD DETECTION AND INVESTIGATION (continued) A SA FD

This primary also covers records held in the EACs, which may be required as evidence in investigations. EACs may also hold ledgers of fraud allegations and referrals which have passed through their office.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

- For the Compliance Review subsystem, see the ISO section.
- For the development of data matches, see secondary 10700-20.
- For the Equifax invoice, see ARCS secondary 925-20.
- For library/reference materials, see ARCS secondary 358-20.
- For MOUs and agreements, except for repayment agreements, see ARCS primary 146-20.
- For the MIS, see the ISO section.
- For the MIS Investigation module (MIS IN), see the ISO section.
- For PCE copies of minister's or deputy minister's correspondence related to fraud inquiries, including the background information, see ARCS 280-30.
- For policy, see secondaries 10700-02 and -20.
- For program development, see secondary 10700-20.
- For Royal Canadian Mounted Police requests for client information, see ARCS secondary 292-02.
- For transitory data files such as raw data tables and data sets, see special schedule 102902.

Unless otherwise specified below, the ministry OPR (Prevention, Compliance and Enforcement (PCE) Regional Offices) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE
-01	General				

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
10500 <u>FRAUD DETECTION AND INVESTIGATION</u> (continued)			
PIB -02 Client information - micrographic (COM fiche, microfiche and microfilm) (covers address and cheque registries)	CY+9y	nil	DE
10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.			
NOTE: Microfiche or microfilm dates back to 1977 and until 1992, only fiche exists to capture this data. From 1992 to current, this data is in MIS. COM fiche (Computer-Output Microfilm) with general client contact data is created monthly by MIS and is sent to the regional PCE offices.			
-03 Client signed cheque stubs	CY+2y	7y	DE
OPR = Employment and Assistance Centre			
10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.			
NOTE: This secondary replaces and supersedes ongoing schedule 870245 (HR 81 cheque stubs).			
-04 Data matches (electronic records) (covers provincial, CCRA, CPP, HRDC and any other data matches) (arrange by month)	FY+2y	nil	DE
OPR = PCE Branch			
NOTE: The PCE Branch is OPR and holds the official electronic versions of the data matches. PCE Regional Offices hold paper copies. The hardcopies of the worksheets are filed in the client's employment and assistance "GA" file in secondary 30000-20 and the hardcopies of the listings are considered Non-OPR copies of this secondary.			

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	<u>A</u>	<u>SA</u>	<u>FD</u>
10500 <u>FRAUD DETECTION AND INVESTIGATION</u> (continued)			
-05 Detection and investigation statistical reports (electronic records) (covers monthly and ad hoc reports from the MIS IN) (arrange by report)	CY+9y	nil	DE
OPR = PCE Branch and Regional Offices			
10y = The ten year retention period is required for statistical analysis.			
-06 Fraud allegation ledger (paper records)	CY+2y	nil	DE
OPR = Employment and Assistance Centre			
-07 Fraud investigations file tracking ledger (paper and electronic records) (covers spreadsheets and binders with name of client, investigation number and client number, location of file and fraud code)	CY+2y	nil	DE
-08 Fraud referral ledger (paper and electronic records)	CY+2y	nil	DE
-09 (obsolete; superseded by the <i>Child Care Subsidy Program Ongoing Records Schedule, 169600</i>)			
-10 Regional fraud investigation information package (InfoPak) (includes caseload management reports)	6m	nil	DE
OPR = PCE Branch and Regional Offices			
-11 Unfounded fraud allegations and complaints	SO+14m	nil	DE
SO = when it is determined that no case can be made for the allegation or complaint			

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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		<u>A</u>	<u>SA</u>	<u>FD</u>
10500	<u>FRAUD DETECTION AND INVESTIGATION</u> (continued)			
-20	(obsolete; superseded by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> , 169600)			
-25	(obsolete; superseded by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> , 169600)			
PIB -30	Compliance review data files (includes Equifax credit rating, title search, and confirmation of earnings form) (arrange by client)	SO	nil	DE
	OPR = PCE Branch			
	SO = when the data is superceded or obsolete or has been converted to another electronic system			
	NOTE: This secondary is not to be used for filing. It classifies the data contained within the MIS Compliance Review subsystem.			
PIB -35	Compliance review working case files (covers copies of documentation from the client's "GA" file in secondary 30000-20) (includes Equifax credit rating, title search, and confirmation of earnings form) (arrange by client)	SO	NA	NA
	SO = when review is complete			
	NA = file is transferred to the EAC and review is reclassified to the client's "GA" file in secondary 30000-20			
-40	Compliance project proposal case files (paper and electronic records) (arrange by region, then by proposal)			
	OPR = PCE Branch			
	NOTE: Compliance project proposals define the parameters used in conducting some types of compliance reviews.			

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
10500	<u>FRAUD DETECTION AND INVESTIGATION</u>	(continued)			
PIB -50	Fraud investigation case files (paper, audio and videotape, photographic, and electronic records) (includes referral form, employment and payment records, tape matches, investigation worksheet, screen prints from MIS, overpayment chart, court documents [i.e., judgments and orders], Investigation Registration and Conclusion form, and repayment agreement) (active files are arranged by calendar year, then alphabetically by client or employee surname and semi active [i.e., offsite] files are arranged by "IN" investigation number)		SO+1y	14y	DE

SO = when investigation is closed

15y = The fifteen year retention period provides adequate time for the tracking and analysis of client activity if future investigations are required, and provides a substantial period for clients to challenge an investigation.

NOTE: Important documentation, including the Investigation Registration and Conclusion form, court documents and the repayment agreement, is copied to the client's "GA" file in secondary 30000-20, unless the GA file is closed. For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

NOTE: This secondary replaces and supersedes ongoing schedule 105015 (income assistance investigation case files).

PIB -55 VR	Fraud investigation data files (electronic database records)		SO+15y	nil	DE
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OPR = PCE Branch

SO = when the investigation is closed

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

10500 FRAUD DETECTION AND INVESTIGATION (continued)

15y = The fifteen year retention period provides adequate time for the tracking and analysis of client activity if future investigations are required, and provides a substantial period for clients to challenge an investigation.

NOTE: This secondary is not to be used for filing. It classifies the data contained within the MIS IN.

PIB -60 Fraud investigation – unfounded (Code 11) - data files (electronic database records) (includes investigation history data) SO+14m nil DE

OPR = PCE Branch

SO = when the investigation is closed with a result of “unfounded”

NOTE: This secondary is not to be used for filing. It classifies the data contained within the MIS IN.

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A SA FD

10600 RECONSIDERATIONS AND APPEALS

Records related to providing reconsideration and appeal services for clients who have been denied income assistance or supplements. Decisions for disability designations and for most long-term health supplement requests are made by health assistance staff. Short term and low cost health supplement requests and other employment and assistance qualifications or benefits are decided by an Employment and Assistance Worker (EAW) in the Employment and Assistance Centres (EAC), previously known as District Offices. Reconsiderations and appeals are adjudicated according to the *Employment and Assistance Act* (SBC 2002, c. 40), the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41), the *BC Benefits (Child Care Subsidy) Act* (RSBC 1996, c.26, s.6) and related regulations. Reconsiderations and appeals are tracked on the Reconsiderations and Appeals System.

Clients may request a reconsideration review through their Employment and Assistance Centre (EAC). All reconsiderations are reviewed either by the Health Reconsideration Branch or in the regional office. If the client is not satisfied with the conclusion of the reconsideration, the client can then apply to the Employment and Assistance Appeal Tribunal. Finally, if not satisfied with the Tribunal's ruling, the client or the ministry can request a judicial review. Both the Tribunal appeals and the judicial reviews are independent of the ministry, (i.e., the Tribunal is not covered by the *Document Disposal Act* [RSBC 1996, c.99]) and the ministry's involvement in these processes is classified in the client's reconsideration file.

If requested by a regional office or by the Health Reconsideration Branch, the Legislation and Legal Services Branch will also maintain a client appeal case file during the appeal process, in order to coordinate and manage the liaison between the Tribunal, the Ministry of Attorney General, regional offices, the Health Reconsideration Branch and other ministry offices.

The Legislation and Legal Services Branch also monitors reconsideration and appeal trends, analyzes pertinent legislation and regulations, and uses projects to review various issues and aspects of the reconsideration and appeal process.

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10600 RECONSIDERATIONS AND APPEALS (continued) A SA FD

Until September 30, 2002, the appeal process was handled by the ministry in two stages. First appeals would be examined through the BC Benefits Tribunal process and then, if unresolved, through the BC Benefits Appeal Board under the *BC Benefits (Appeals) Act* (RSBC 1996, c.25). Before the BC Benefits Tribunal and Appeal Board existed, appeals were dealt with by the Income Assistance Appeal Board under the *Guaranteed Available Income for Need Act*, (RSBC 1979, c.158).

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

- For judicial decisions and reviews, see ARCS primary 350.
- For legal opinions, see ARCS primary 350.
- For legislation and regulation development, see ARCS primary 140.
- For legislation and regulations, see ARCS primary 135.
- For minister's letters, see ARCS secondary 280-30.
- For the Reconsiderations and Appeals System, see the information system overview (ISO) section.
- For statistical reports, see ARCS primaries 440 to 448.

Unless otherwise specified below, the ministry OPR (Legislation and Legal Services Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures (covers training and operational manual)	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Summary of Appeal Tribunal decisions (includes copies of past decisions) (arrange by health supplement subject area)		SO	nil	DE

OPR = Health Reconsideration Branch

(continued on next page)

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	A	SA	FD
10600 <u>RECONSIDERATIONS AND APPEALS</u> (continued)			
PIB -20 BC Benefits Appeal Board case files (closed secondary as of September 30, 2002 – do not create any more files in this records series) (covers case decisions, reconsiderations and any other information pertinent to appeals) (includes a complete copy of the reconsideration file) (arrange by surname of client)	SO	20y	DE

SO = when the appeal has been decided or abandoned

20y = A twenty year retention is adequate to cover government's legal responsibilities (see NOTE).

NOTE: Solicitor's Comment: There are no time limits on commencing a judicial review proceeding in the BC Supreme Court concerning a BC Benefits Appeal Board decision. However, given the fact that current Employment and Assistance legislation now applies to all recipients, and that Appeal Board decisions dealt primarily with entitlement to specific benefits, it is highly unlikely that anyone would request a court to review a decision that was over 20 years old. In addition, if such a proceeding were to be commenced, the Province would likely be successful in arguing laches (i.e., prejudice as the result of unreasonable delay).

PIB -30 Client reconsideration and appeal analysis case files (covers background information and research) (includes the forms for request for reconsideration, reconsideration decision, notice of appeal, appeal decision, and repayment agreement) (arrange by surname of client)	SO+1y	9y	DE
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SO = when the analysis is complete and further contributions to the file are unlikely

10y = A ten year retention is adequate to cover government's legal responsibilities.

NOTE: A copy of the file may be sent to other ministry offices for judicial review or for policy development.

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			<u>A</u>	<u>SA</u>	<u>FD</u>
10600	<u>RECONSIDERATIONS AND APPEALS</u> (continued)				
PIB	-35	Client reconsideration and appeal data files (electronic database records) (covers clients' both health supplement and employment and assistance reconsiderations)	SO	nil	DE

SO = when the data has been converted to another electronic system

NOTE: This secondary is not to be used for filing. It classifies the data contained within the Reconsiderations and Appeals System, the previous Health Assistance Reconsideration Unit (HARU) requests database and the various simple reconsideration databases (excel and access such as the Appeals Tracking System).

PIB	-40	Non-regional client appeal case files (includes the client's request for reconsideration, written submission, medical report and prescriptions; the reconsideration unit's decision, justification and all documents used to reach the decision; and the notice of appeal and the appeal decision) (arrange by reconsideration number)	SO+6m	10y	DE
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OPR = Health Reconsideration Branch

SO = when the appeal decision is received

10y = A ten year retention is adequate to cover government's legal responsibilities.

NOTE: Important documentation, including the reconsideration decision, is copied to the client's benefits file in secondary 30000-20. For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

(continued on next page)

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		<u>A</u>	<u>SA</u>	<u>FD</u>
10600	<u>RECONSIDERATIONS AND APPEALS</u> (continued)			
PIB -50	Non-regional client reconsideration case files (includes the client's request for reconsideration, written submission, medical report and prescriptions; the reconsideration unit's decision, justification and all documents used to reach the decision) (arrange by reconsideration number)	SO+6m	6m	DE
	OPR = Health Reconsideration Branch			
	SO = when reconsideration decision is returned to client and the period allowed for the initiation of an appeal has passed			
	NOTE: Important documentation, including the reconsideration decision, is copied to the client's benefits file in secondary 30000-20.			
	NOTE: If the reconsideration is appealed, the file is reclassified to secondary -40.			
-60	Reconsideration and appeal project case files (paper and electronic records) (covers issues and analysis related to any aspect of the decision making process, the reconsideration and appeal and/or the relevant legislation and regulations) (covers background information and research) (includes legal opinions, decisions, adjudications, and negotiations, copies of briefing notes and final reports) (arrange by name of project)	SO+1y	2y	DE
	SO = when the project is complete and further contributions to the file are unlikely			
-70	Reconsideration and appeal trend analysis case files (electronic records) (includes statistical reports) (arrange by name of project)	CY+5y	nil	DE

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10600 RECONSIDERATIONS AND APPEALS (continued) A SA FD

NOTE: If a trend analysis is performed as part of a client's appeal or reconsideration case file or as part of a reconsideration and appeal project, a copy may be included in that file.

PIB -80 Regional client appeal case files SO+6m 10y DE
 (includes the forms for request for reconsideration, reconsideration decision, notice of appeal, appeal decision, and repayment agreement)
 (arrange by surname of client)

OPR = Regional Offices

SO = when the appeal decision is received

10y = A ten year retention is adequate to cover government's legal responsibilities.

NOTE: Important documentation, including the reconsideration decision, is copied to the client's benefits file in secondary 30000-20.

PIB -90 Regional client reconsideration case files CY+1y nil DE
 (includes the forms for request for reconsideration, written submissions, reconsideration decision, and repayment agreement)
 (arrange by surname of client)

OPR = Regional Offices

NOTE: Important documentation, including the reconsideration decision, is copied to the client's benefits file in secondary 30000-20.

NOTE: If the reconsideration is appealed, the file is reclassified to secondary -80. For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

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10700 SOCIAL POLICY AND PROGRAM DEVELOPMENT AND EVALUATION A SA FD

Records relating to the research, analysis, development, approval, implementation and evaluation of social policy and programs. Policy includes procedures, standards, guidelines, rate tables, program overviews, and assessment tools. Programs provide social services to the ministry's clients and to others in need.

Social policies provide the framework for the direction of ministry programs and services. Due to the nature of the programs there is no clear separation between policy and program development, except in the case of employment programs policies and procedures. For example, a policy on a program includes the program's overview (i.e., description), rate tables and most procedures, but a field office may develop more detailed procedures for their staff.

The development of social policies and programs involves research and consultation with organizations such as local, provincial, and federal governments, First Nations and non-government organizations. Some policies and programs are developed in cooperation with other ministries in order to define functions which impact several ministries (e.g., child care).

The progress and status of policy development is tracked using matrices (i.e., spreadsheets).

Record types include correspondence and memoranda and other types of records as indicated under relevant secondaries.

For briefing notes, see ARCS secondary 280-20.

For library/reference material, see ARCS secondary 358-20.

For policies from other jurisdictions not used as background information or research, see ARCS secondary 358-20.

For program specific procedures (e.g., field operations), see secondary 30400-00.

Unless otherwise specified below, the ministry OPR (Social Policy) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

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			<u>A</u>	<u>SA</u>	<u>FD</u>
10700	<u>SOCIAL POLICY AND PROGRAM DEVELOPMENT AND EVALUATION</u> (continued)				
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Social policy - approved (covers the BCEA manual and the field guide) (includes approved policy, procedures, standards, guidelines, rate tables, program descriptions and any reports supporting the policy or program description) (arrange by policy)		SO	5y	SR
<p>SR = The government archives will selectively retain approved social policy records because they document the policy and procedures that govern the provision of income support and other social programs provided by the ministry. These are major social programs in the province.</p> <p>These records will be selectively retained by printing off the social policy manuals (<i>The Field Guide</i> and <i>The British Columbia Employment Assistance Manual</i>) from the Ministry intranet website for transfer to the archives when this ORCS is approved. After that these manuals will be printed for transfer to the archives every two years. The Ministry Records Officer will print the manuals and prepare them for transfer.</p> <p>In addition, the ministry will transfer to the archives one copy of each manual, procedures, standards, guidelines, rate tables, program descriptions, and reports supporting the policy or program description that was created on paper only.</p>					
-03	Social policy progress tracking systems (electronic databases) (includes spreadsheets)		SO	nil	DE

NOTE: Because these are simple systems, information system overviews have not been developed.

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10700 SOCIAL POLICY AND PROGRAM DEVELOPMENT AND EVALUATION (continued) A SA FD

-20 Social policy and program working case files SO 5y DE
 (covers development, implementation, evaluation and amendment of policies and programs)
 (covers consultation, background information, research and performance tracking)
 (includes surveys, questionnaires, research reports, tool kits, evaluation plans and reports, information bulletins, presentations, discussion papers, copies of briefing notes and draft policy)
 (arrange by policy, program or by amendment package number, then by the phase of the project [i.e., development, evaluation, etc.]

SO = when approved policy is superseded or obsolete, and the file is no longer needed for reference purposes

NOTE: All final products (policy as well as research reports in support of policy) must be filed in secondary -02.

-30 Social policy interpretation and advice case files SO 5y FR
 (covers requests for clarification)
 (includes copies of legal opinions)
 (arrange by policy)

SO = when approved policy is superseded or obsolete, and the file is no longer needed for reference purposes

FR = The government archives will fully retain social policy interpretation and advice files because they document how the ministry has interpreted its policy and the advice given to ministry branches and to other ministries of the government.

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FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

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A SA FD

SECTION 2

CLIENT BENEFITS

PRIMARY NUMBERS

3 0 0 0 0 - 3 4 9 9 9

Section 2 covers records relating to the provision of social benefits, financial assistance and employment services to the ministry's clients as defined by the *Employment and Assistance Act* (SBC 2002, c. 40), the *Employment and Assistance Regulation* (BC Reg. 263/2002) and the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41). A client is any individual who receives benefits, supplements, employment and training services or any other kind of service, except for health services and benefits from the ministry.

This includes records related to providing: bus passes, employment and training programs, family maintenance representation, funeral supplements and seniors' income supplements.

A =	Active	CY =	Calendar Year	SO =	Superseded or Obsolete
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PIB =	Personal Information Bank	w =	week m = month	FR =	Full Retention
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OPR =	Office of Primary Responsibility			VR =	Vital Records

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A SA FD

SECTION 2

30000 - CLIENT BENEFITS - 34999

TABLE OF CONTENTS

30000 CLIENT BENEFITS – GENERAL

30100 BUS PASS SUBSIDY

30200 (superseded in 2013/02/05 by the *Child Care Subsidy Program Ongoing Records Schedule* [169600])

30300 (superseded in 2014/04/10 by the *Emergency Management Services ORCS*, Schedule 120776, primary 68720)

30400 EMPLOYMENT SERVICES

30500 FAMILY MAINTENANCE ASSISTANCE

30600 FUNERAL SUPPLEMENT

30700 SENIORS' SUPPLEMENT

A = Active
SA = Semi-active
FD = Final Disposition
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PUR = Public Use Records
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
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30000 CLIENT BENEFITS - GENERAL

A

SA

FD

Records not shown elsewhere in the client benefits section which relate generally to the provision of social benefits, financial assistance and employment services to the ministry's clients. A client is any individual who receives benefits, supplements, employment and training services or any other kind of service, except for health services and benefits from the ministry.

The name of the program that provides services and benefits to the ministry's clients has changed several times in the past. Some of the most recent names include the Guaranteed Available Income for Need (GAIN), BC Benefits and Employment and Assistance (EA). Due to these name changes, the client's benefits case file is known variously as the GAIN file, the "GA" file, the BC Benefits file and the EA file. Client information is also stored electronically on the Management Information System (MIS) and in the Corporate Data Warehouse.

The client's benefit file may also contain the client's documentation for various past or present programs or services. For example, the client's documentation for programs such as the Persons with Persistent Multiple Barriers (PPMB), Child in the Home of a Relative (CIHR) and the Diet Assistance Program are found only in the client's benefit file. Similarly, documentation related to services such as, hardship assistance; purchase authorizations and vouchers; repatriation and moves; and a client's involvement with sponsorship default, continuing care, mental health, and residential care facilities and alcohol and drug facilities.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

NOTE: Only records that cannot be classified to a more specific primary or secondary may be classified under this primary.

For the MIS, see the information system overview (ISO) section.
For library/reference materials, see *ARCS* secondary 358-20.

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30000	<u>CLIENT BENEFITS - GENERAL</u> (continued)				
	Unless otherwise specified below, the ministry OPR (Employment and Assistance Centres) will retain these records for:		CY+2y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:		<u>SO</u>	<u>nil</u>	DE
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE
	OPR = Social Policy Branch				
	FR = The government archives will fully retain policy and procedure files created by offices having responsibility for policy and procedure development and approval. These records have evidential value.				
-01	General				
-02	Appointment and enquiry forms (includes prior contact report) (arrange by monthly batch, then by name)		3m	nil	DE
-03	Voucher booklets (covers "G" documents and electronic purchase orders) (includes copies of purchase authorizations)		FY+1y	nil	DE
	DE = These records can be destroyed because the original vouchers are filed in the client's benefit case file under secondary -20.				
PIB	-20	Client benefit case files (known as GAIN, GA, BC Benefits and/or EA file) (covers the client's identification, finances, eligibility, employability, training, reconsiderations and appeals, investigations, medical information and repayments) (arrange by client's file number)	SO+12m	9y	SR
	OPR = client files are transferred to Financial Operations if debt recovery is required				
	SO = when client is no longer receiving benefits and any outstanding debt has been resolved				

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30000 CLIENT BENEFITS - GENERAL (continued)

A SA FD

10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.

SR = These records will be selectively retained for the government archives for their evidential, historical, and socio-cultural values. These records document how a major social program is applied and administered, and how the government interacts with the public in the application of this program. All records not selected will be destroyed. The selection will be made in the following manner.

For files transferred to semi-active storage from the former Records Management Unit (RMU) – Richmond, a one percent sample of files will be retained by retaining every box ending in 01.

For files transferred to semi-active storage directly from district offices, five boxes of files will be retained each year. This will be done by selecting one box from each of the following five district offices: Campbell River North, Kamloops Seymour Street, Maple Ridge, Prince Rupert, and Richmond. All files from other offices will be destroyed. Boxes will be selected by the alphabetical range of clients' surnames, varying the range each year, to ensure that over time surnames from the full alphabetical range are represented in the sample retained for each office.

NOTE: This secondary replaces and supersedes ongoing schedules 105061 (GAIN (Guaranteed Available Income for Need) case files) and 870118 (Client I.D. Letters (H.R. 56, Control Copy) and subsequent administrative amendments. It also replaces and supersedes, in combination with secondary 10300-20, ongoing schedule 105069 (GAIN outstanding accounts files).

(continued on next page)

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		<u>A</u>	<u>SA</u>	<u>FD</u>	
30000 <u>CLIENT BENEFITS - GENERAL</u> (continued)					
<p>NOTE: Important documentation from numerous other client files is copied to this secondary in order to maintain a complete and comprehensive record of a client's involvement with the ministry. For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.</p>					
PIB VR	-25	Client benefit data files (electronic database records) (covers client's history)	SO+10y	nil	DE
<p>SO = when client is no longer receiving benefits and any outstanding debt has been resolved</p> <p>10y = The ten year retention period allows for tracking and analysis of client activity if an investigation is required.</p> <p>NOTE: This secondary is not to be used for filing. It classifies the data contained within the MIS.</p>					
PIB	-30	Client benefit NCM case files (No Case Made) (covers client identification and client income documentation) (includes the application) (arrange by client's surname)	SO+1y	nil	DE
<p>SO = when the file is determined to be NCM</p>					
PIB	-35	Sponsorship default case files (covers sponsorship of ministry client identification and client income documentation) (includes application for sponsorship, Citizenship and Immigration Canada documentation, repayment schedules, MIS printouts, correspondence between MEIA and Ministry of Small Business and Revenue) (arrange by client's surname)	SO+1y	6y	DE

(continued on next page)

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30000 CLIENT BENEFITS - GENERAL (continued)

A

SA

FD

SO = when the Sponsorship Undertaking has expired and the debt has been satisfied in full, either by payment, statute-barring of the debt, or write-off/extinguishment of the debt

NOTE: The closing of the Sponsorship default file is not contingent on whether the GA file is open or closed.

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30100 BUS PASS SUBSIDY A SA FD

Records related to providing low cost bus passes for persons with low income or disabilities. Bus passes may be purchased by individuals who are eligible according to the policies of the ministry. Typically, eligibility is limited to persons with low incomes, disabilities and seniors age 60 and older.

A combination application/invoice is sent out to an applicant for completion and payment. The application is either paid by cheque or money order through the mail or is paid for through a financial institution. An application paid at a bank is then returned to the office.

The BC Bus Pass System tracks and processes the client applications. All applications and correspondence are scanned into the system.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For ad hoc reports, see ARCS secondary 440-25.
For annual reports, see ARCS secondary 442-20.
For cooperation and liaison with the federal government, see ARCS primary 235.
For monthly reports, see ARCS secondary 444-20.
For the BC Bus Pass System, see the information system overview (ISO) section.
For temporary data files, such as the data sent to the contractor who issues the bus passes, see special schedule 102902.

Unless otherwise specified below, the ministry OPR (Financial Operations) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00 Policy and procedures - OPR SO 5y FR
- non-OPR SO nil DE
OPR = Social Policy Branch

-01 General

(continued on next page)

Table with 3 columns: Code, Description, and Retention/Disposition. Includes definitions for A, SA, FD, PIB, PUR, OPR, CY, FY, NA, w, m, y, SO, DE, SR, FR, FOI, VR.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30100	<u>BUS PASS SUBSIDY</u>	(continued)			
PIB	-02	Bus pass client correspondence (covers client correspondence and complaints) (includes notices and assessments)	6m	nil	DE
PIB	-03	Bus pass payment and application batches SO = when the payment and application has been scanned	SO	nil	DE
PIB	-25	Bus pass client data files (electronic database records) SO = when the client has been identified as deceased or when the data has been converted to another electronic system or when the provincial government no longer performs this service	SO	nil	DE

NOTE: This secondary is not to be used for filing. It classifies the data contained within the BC Bus Pass System.

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A SA FD

30400 EMPLOYMENT SERVICES

Records related to providing programs and initiatives to help clients find or maintain employment. Programs and initiatives provide clients with employment counseling, job search assistance, work skills training, work experience, and job placement. Work is defined as volunteering, part-time employment and full-time employment.

Eligible clients are BC Employment and Assistance clients or British Columbians who encounter barriers to workforce participation, have disabilities, or require skills upgrading to remain productive.

This primary also covers programs specifically designed to assist clients with mental and physical disabilities. People who have a disability which is a barrier to employment are eligible for assistance. Clients participating in these specialized programs, therefore, are not necessarily on BC Employment and Assistance.

Numerous employment programs have existed in the past and it is anticipated that new programs will be created in the future to respond to new policies and social needs. Past programs include Work Connections, Employability Skills, Self-Employment Training (SET), Workplace-based Training, Jobs Partnership Program (JPP), Vocational Rehabilitation Services (VRS), and Public Service Training Program (PSTP). Current initiatives include the Job Placement Program (JP), Training For Jobs (TFJ), Training For Jobs - English as a Second Language (TFJ ESL), Bridging Employment Program (BEP), Confirmed Job Supplement (CJS), Client Orientation, and Employment Program for Persons with Disabilities (EPPD). EPPD includes Pre-Employment Services (PES), Planning and Employment Services, Disability Supports, and Self-Employment Service (SES) for persons with disabilities.

Programs are primarily delivered by service providers under contract with the ministry. The exceptions to this are in the EPPD program and Client Orientation. Service providers work with the clients and report on their progress. All the client files created by the service provider are returned to government's regional offices, usually at the end of the contract, depending on the terms of the contract.

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30400 EMPLOYMENT SERVICES (continued) A SA FD

In order to track client and service provider progress, databases may be developed for an individual program or several similar programs. Existing databases include the Skills, Training Accountability Registry (STAR), the EPPD System, TFJ System, JP System and BEP System. The Management Information System (MIS) is also updated with client information on a regular basis.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

- For the Billing Advisory Report, see ARCS primary 1070.
- For contract management, see ARCS primary 1070.
- For the development, terms of reference and implementation of employment programs, see secondary 10700-20.
- For the employment service databases, see the information system overview (ISO) section.
- For exception reports, see ARCS secondary 6920-20.
- For executive issues, see ARCS secondary 280-40.
- For the MIS, see the ISO section.
- For program evaluations (both formative and summative), see secondary 10700-20.
- For program overviews and policies, see secondary 10700-02.
- For program/client status changes affecting billing and payment, see ARCS primary 1070.
- For library/reference materials, see ARCS secondary 358-20.
- For statistical reports (e.g., VRS Participant Numbers Report), see ARCS primaries 440 to 448.
- For transitory data files such as raw data tables, see special schedule 102902.

Unless otherwise specified below, the ministry OPR (Employment Initiatives Branch, Employment Strategy for Persons with Disabilities Branch and Regional Offices) will retain these records for:

CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

-00	Policy and procedures (covers program specific procedures)	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

(continued on next page)

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30400		<u>EMPLOYMENT SERVICES</u> (continued)			
	-01	General			
PIB	-02	Employment service – suppliers’ client databases (electronic database records) (covers suppliers’ databases about their clients)	SO+7y	nil	DE

SO = when the database is transferred from the service provider to government

NOTE: This secondary is not to be used for filing. It classifies the data contained within the various simple suppliers’ databases.

PIB	-20	Employment service client case files (covers issues specific to the client; client testing, employment and training activities; the client’s financial and benefits information; and authorized requests for information about the client from other organizations) (includes the client’s application, service provider’s reports on client progress, training, work and employment plans, professional and medical assessments, attendance records and class lists) (arrange by program, service provider and then alphabetically by client’s surname)	SO	7y	DE
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SO = when client files are transferred from service provider to government or when client file is closed if the program was run by the ministry

NOTE: When client files are returned to the province, they are returned as a whole to the custody of either the regional office or the appropriate headquarters office. For a specific program delivered by a specific service provider, there is no duplication or division of files between the regional and headquarters offices.

NOTE: Important documentation is copied to the client’s employment and assistance “GA” file in secondary 30000-20.

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30400	<u>EMPLOYMENT SERVICES</u>	(continued)	A	SA	FD
PIB	-25	Employment service client data files	SO	nil	DE
VR		(electronic database records)			

NOTE: This secondary is not to be used for filing. It classifies the data contained within various program databases and on the MIS.

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30500 FAMILY MAINTENANCE ASSISTANCE A SA FD

Records related to providing assistance, in cooperation with the Ministry of Attorney General, to BC Employment and Assistance clients seeking either the enforcement of a maintenance order or, if it doesn't exist, the creation of a maintenance order. Under the *Employment and Assistance Act* (SBC 2002, c. 40), the Ministry of Human Resources is authorized to represent and act on behalf of their clients. The Family Maintenance Enforcement Program (FMEP) of the Ministry of Attorney General is responsible for enforcement of the *Family Maintenance Act* (RSBC 1997, c. 127).

Family maintenance data is contained within the Family Maintenance Program (FM) module of the Management Information System (MIS). All of the electronic family maintenance reports are accessed through the Management Analysis and Reporting System (MARS), which is a tool for accessing the Corporate Data Warehouse.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For ad hoc reports, see *ARCS* secondary 440-25.
 For MARS and the Corporate Data Warehouse, see the information system overview (ISO) section.
 For the MIS FM, see the ISO section.
 For monthly reports, see *ARCS* secondary 444-20.

Unless otherwise specified below, the ministry OPR (Regional Offices and Employment and Assistance Centres [EACs]) will retain these records for:

FY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

SO nil DE

-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
	OPR = Social Policy Branch	- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

-01 General

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		<u>A</u>	<u>SA</u>	<u>FD</u>
30500	<u>FAMILY MAINTENANCE ASSISTANCE</u> (continued)			
-02	Family maintenance monthly printed reports (includes caseload management reports and month end reports)	SO	nil	DE
	NOTE: These reports have no value past three months.			
-03	Family maintenance reports (electronic records)	FY+6y	nil	DE
	NOTE: These are the reports accessed through MARS.			
-04	Family maintenance tracking (spreadsheets)	SO	nil	DE
PIB	-20 Family maintenance client case files (covers correspondence, legal and financial documentation, and maintenance and assignment notices and documentation) (arrange by FM number)	SO+2y	18y	DE
	SO = when the file is closed			
	20y = The twenty year retention period allows for tracking and analysis of client activity if an investigation is required and for long term reactivation of case files.			
	NOTE: If a family maintenance case is reopened, the file is retrieved from storage and is reactivated. For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.			
PIB VR	-25 Family maintenance client data files (electronic database records) (covers client history data)	SO+7y	13y	DE
	SO = when the file is closed			

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30500		<u>FAMILY MAINTENANCE ASSISTANCE</u> (continued)			
	20y =	The twenty year retention period allows for tracking and analysis of client activity if an investigation is required and for long term reactivation of case files.			
	NOTE:	This secondary is not to be used for filing. It classifies the data contained within the Family Maintenance Program (FM) module of the MIS.			
PIB	-30	Family maintenance client NCM case files (No Case Made) (covers legal and financial documentation) (arrange by client's surname)	SO+1y	nil	DE

SO = when the file is determined to be NCM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30600	<u>INDIGENT SERVICES</u>				
	Records related to providing services to persons with no fixed address and/or to Employment and Assistance clients in unusual circumstances.				
	Emergency shelter is provided by private and non-profit shelters across the province. These shelters are partially funded by the ministry according to policies and contractual agreements. These shelters receive a Record of Extension when a person is referred to them by the ministry or if a person who is self-referred (i.e., a drop-in), wishes to stay longer than the normally allowed number of days.				
	Funerals for indigent people are paid for by the ministry. The ministry attempts to reclaim expenses by pursuing personal and other government funds such as banks, the Workers' Compensation Board (WCB) and the Canadian Pension Plan (CPP). Funeral service includes cremation, burial and any other funerary practices.				
	Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.				
	For accounts payable for funeral expenses, see <i>ARCS</i> primary 925. For accounts receivable from other agencies for the recovery of funds related to burials and cremations, see <i>ARCS</i> primary 935. For annual reports, see <i>ARCS</i> secondary 442-20. For funerals of BC Employment and Assistance clients, see secondary 30000-20. For monthly reports, see <i>ARCS</i> secondary 444-20. For vouchers, see secondary 30000-03.				
	Unless otherwise specified below, the ministry OPR (Employment and Assistance Centres) will retain these records for:		FY+2y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:		<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
	OPR = Social Policy Branch				
-01	General				

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
30600 <u>INDIGENT SERVICES</u> (continued)			
-02 Accommodation extensions (known as records of extension) (arrange by shelter and by monthly batch)	FY	6y	DE
OPR = Regional Office			
NOTE: The shelter sends the batches directly to offsite storage.			
-03 Indigent burials (covers correspondence with estate executors, public trustee, Canada Pension Plan (CPP), Workers' Compensation Board (WCB), banking institutions, and next of kin) (includes a copy of the funeral expense contract with relatives of deceased, Personal Name Search (PNS), copy of personal tax information (e.g., T4) and copy of death certificate) (arrange by monthly batch)	FY	nil	DE

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30700 SENIORS' SUPPLEMENT A SA FD

Records related to supplementing senior citizen's income in order to assure a minimum monthly income for BC residents who receive the federal Old Age Security pension and Guaranteed Income Supplement (OAS/GIS) or the federal allowance. If a senior's total income (federal pension and any other earned or unearned income) falls below the level guaranteed by the province, a supplement is automatically provided to make up the difference. No application is required for this program. Provincial benefits are paid automatically, based on information supplied by the Old Age Security Division, Human Resources Development Canada (HRDC).

The Seniors' Supplement System tracks, processes and submits the supplements for payment.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For ad hoc reports, such as the list of new clients, see *ARCS* secondary 440-25.

For annual reports, see *ARCS* secondary 442-20.

For cooperation and liaison with the federal government, see *ARCS* primary 235.

For monthly reports, see *ARCS* secondary 444-20.

For the Seniors' Supplement System, see the information system overview (ISO) section.

For temporary data files, such as the HRDC data match, the electronic fund transfer batches, and the T5-007 tax form data file, see special schedule 102902.

Unless otherwise specified below, the ministry OPR (Financial Operations) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

OPR = Social Policy Branch

-01 General

(continued on next page)

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			<u>A</u>	<u>SA</u>	<u>FD</u>
30700		<u>SENIORS' SUPPLEMENT</u> (continued)			
PIB	-20	Seniors' supplement client case files (paper and microfiche records) (covers correspondence with client and other agencies) (covers overpayments and changes to client data) (includes screen prints and cheque returns) (arrange by client's surname)	CY+1y	5y	DE
		NOTE: If an overpayment is made on the Seniors' Supplement program, the client case file may be sent to the debt collection office until the debt is resolved or abandoned. Once the debt has been resolved or abandoned, the client case file is returned to this office.			
PIB	-25	Seniors' supplement client data files (electronic database records)	SO	nil	DE

SO = when the data has been converted to another electronic system or when the program is no longer operated by the provincial government

NOTE: This secondary is not to be used for filing. It classifies the data contained within the Seniors' Supplement System.

A =	Active	CY =	Calendar Year	SO =	Superseded or Obsolete
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A SA FD

SECTION 3

HEALTH SUPPLEMENT SERVICES

PRIMARY NUMBERS

4 0 0 0 0 - 4 4 9 9 9

Section 3 covers records relating to the provision of supplementary health services and benefits to eligible clients as specified under the *Employment and Assistance Act* (SBC 2002, c. 40), the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41) and the *Health Act* (RSBC 1996, c. 179).

This includes records related to providing supplementary health services including: dental, orthodontic, optical, auditory, physiotherapy, nutritional supplements, medical equipment and supplies. Records related to the applications and determinations of disability status are also included in this section.

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A SA FD

SECTION 3

40000 - HEALTH SUPPLEMENT SERVICES - 44999

TABLE OF CONTENTS

- 40000 HEALTH SUPPLEMENT SERVICES - GENERAL
- 40100 DENTAL AND ORTHODONTIC SUPPLEMENTS
- 40300 DISABILITY DESIGNATIONS
- 40400 OPTICAL SUPPLEMENTS
- 40500 MEDICAL EQUIPMENT SUPPLEMENTS
- 40600 MEDICAL SUPPLY SUPPLEMENTS
- 40700 MONTHLY NUTRITIONAL SUPPLEMENTS
- 40900 THERAPY SUPPLEMENTS

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40000 HEALTH SUPPLEMENT SERVICES - GENERAL A SA FD

Records not shown elsewhere in the health supplement services section that relates generally to providing health supplements to eligible BC Employment and Assistance clients.

All health supplements and assistance, except for dental and optical supplements and assistance, are tracked and organized in the Care Analysis Tracking System (CATS).

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

NOTE: Only records that cannot be classified to a more specific primary or secondary may be classified under this primary.

For CATS, see the Information System Overview (ISO) section.
 For health services program evaluation, see *ARCS* primary 10700-20.
 For health services program planning, see *ARCS* primary 10700-20.
 For reconsiderations and appeals, see primary 10800.
 For library/reference materials, see *ARCS* secondary 358-20.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

FR = The government archives will fully retain policy and procedure files created by offices having responsibility for policy and procedure development and approval. These records have evidential value.

-01 General

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			<u>A</u>	<u>SA</u>	<u>FD</u>
40100 <u>DENTAL AND ORTHODONTIC SUPPLEMENTS</u>					
Records relating to the provision of dental and orthodontic supplements to eligible Employment and Assistance clients.					
Eligibility is dependent on current ministry policy and is limited by time restrictions and by the client's past usage of dental supplements. Emergency dental supplements are approved on a case by case basis and may be provided to ineligible Employment and Assistance clients, but are otherwise treated as a normal dental supplement.					
This primary also covers patient records created during the operation of the Dental Van, which began providing dental services April 1998.					
Dental and orthodontic supplements are tracked by the Pacific Blue Cross System (PBCS).					
Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.					
For batched dental billings, see <i>ARCS</i> primary 925.					
For monthly monitoring reports and statistics, including the PBCS Dental claims details report, see <i>ARCS</i> secondary 444-20.					
For Pacific Blue Cross contract files, see <i>ARCS</i> secondary 1070-20.					
For policy, see secondaries 10700-02 and -20.					
For the PBCS, see the information system overview (ISO) section.					
For reconsiderations and appeals, see primary 10800.					
Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	DE
-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE
	OPR = Social Policy Branch				
-01	General				

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		<u>A</u>	<u>SA</u>	<u>FD</u>
40100	<u>DENTAL AND ORTHODONTIC SUPPLEMENTS</u> (continued)			
-02	Dental and orthodontics fee guides OPR = Social Policy Branch FR = The government archives will fully retain dental and orthodontic fee guides because they document the fees and standards for the provision of supplementary dental and orthodontic services to clients. These records have legal and evidential value.	SO+2y	5y	FR
-03	Dental Address Registry (DAR) (electronic database) (covers contact information for dentists and dental offices in an MS Access database) SO = when database is updated or obsolete NOTE: This secondary is not for filing. It is used to classify the system and the data within it. Because this is a simple system, an information system overview has not been developed.	SO	nil	DE
-04	Dental van database (electronic database) (covers summary data about the Dental van's activities in an MS Access database) SO = when database is updated or obsolete NOTE: This secondary is not for filing. It is used to classify the system and the data within it. Because this is a simple system, an information system overview has not been developed. NOTE: The summary data includes date and location, type and fee rate of service, and the client's age and eligibility type. Summary data is based on the patient's records (see secondary -50).	SO	nil	DE
-05	Dentist/denturist correspondence (covers College of Dental Surgeons notices and suspensions of dentists)			

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A SA FD

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40100 DENTAL AND ORTHODONTIC SUPPLEMENTS (continued)

PIB	-20	Dental supplement client case files (covers dental history, claim disputes, pre-authorized applications for services exceeding the ministry fee schedule, and eligibility inquiries for dental benefits not having claim number) (includes claims, dental assessments, treatment plans, payments, decision letters and copies of reconsiderations and appeals) (arrange by calendar year, then by the last five digits of the client's Plan Reference Number or alphabetically by client's surname if no claim number)	CY+1y	14y	DE
-----	-----	---	-------	-----	----

16y = The sixteen-year retention period covers the seven years required by the *Limitations Act* (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority.

NOTE: This secondary replaces and supersedes ongoing schedule 105011 (extraordinary dental services case files).

NOTE: As of July 1, 2002, pre-authorized applications for services exceeding the ministry fee schedule are no longer permitted.

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

PIB	-30	Dental and orthodontic supplement client data files (electronic database records) (covers dental client files on PBCS)	SO	nil	DE
-----	-----	--	----	-----	----

SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system

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A SA FD

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40100 DENTAL AND ORTHODONTIC SUPPLEMENTS (continued)

PIB	-40	Orthodontic supplement client case files (covers client history) (includes claims, orthodontic assessments, decision letters and copies of reconsiderations and appeals) (arrange by calendar year, then alphabetically by client's surname)	CY+1y	14y	DE
-----	-----	---	-------	-----	----

16y = The sixteen-year retention period covers the seven years required by the *Limitations Act* (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority.

NOTE: This secondary replaces and supersedes ongoing schedule 105009 (orthodontic case files).

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

PIB	-50	Dental van client case files (covers patient's dental van history) (includes x-rays, assessments, and treatment plans) (arrange alphabetically by client's surname)	CY+6y	9y	DE
-----	-----	--	-------	----	----

16y = The sixteen-year retention period covers the seven years required by the *Limitations Act* (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority.

NOTE: These files are maintained at the Warehouse and Assets Distribution centre, where the dental van is stored.

NOTE: The dental van does not operate every year, depending on funding and ministry policy.

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40300 DISABILITY DESIGNATIONS

A SA FD

Records relating to the application, assessment, designation and registration for Persons with Disabilities (PWD) who are eligible for disability benefits and services according to the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41). To be eligible for a PWD designation, clients must be significantly restricted in their ability to perform daily living activities, and require assistance with daily living activities.

Before the approval of the *Employment and Assistance for Persons with Disabilities Act* on September 30, 2002, the previous designations of Disability Benefits 1 and 2 (DB1 and DB2) were assigned according to the *Disability Benefits Program Act* (RSBC 1996, c.97). The DB2 designation evolved into the Persons with Disabilities (PWD) designation, and, as such, the client files were reclassified as PWD. The DB1 designation was made obsolete by the designation of Persons with Persistence Multiple Barriers (PPMB), which is administered by the Employment and Assistance Centers (EAC). The DB1 client files were not reclassified.

Disability designations are noted on the Management Information System (MIS) and applications and designations are tracked and organized, along with the client's medical diagnosis, on the Care Analysis Tracking System (CATS). Prior to September 30, 2002, disability designation applications and approvals were tracked on the Health Benefits Application Tracking (HBAT) System.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For CATS, see the Information System Overview (ISO) section.
For MIS, see the ISO section.
For reconsiderations and appeals, see primary 10800.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

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			<u>A</u>	<u>SA</u>	<u>FD</u>
40300	<u>DISABILITY DESIGNATIONS</u> (continued)				
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE
	OPR = Social Policy Branch				
-01	General				
-02	Health Benefits Application Tracking (HBAT) (electronic database) (tracks progress and approval or rejection of applications for disability status and covers contact information for people with disabilities who apply for disability benefits)		SO	nil	DE

SO = when database is obsolete or data is replicated in another database

NOTE: This secondary is not for filing. It is used to classify the system and the data within it. Because this is a simple system, an information system overview has not been developed.

NOTE: As of September 30, 2002, this application is no longer being updated.

PIB	-20	DB1 designation client case files (Disability Benefits Level 1) (includes application, medical and educational assessments, income information, decision letter and copies of reconsiderations and appeals) (arrange alphabetically by client's surname)	SO	7y	DE
-----	-----	---	----	----	----

SO = when DB1 designation has been approved or denied and a copy of the approval letter is placed on the client's benefits file under secondary 30000-20

NOTE: This secondary is closed as of September 30, 2002.

(continued on next page)

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			<u>A</u>	<u>SA</u>	<u>FD</u>
40300	<u>DISABILITY DESIGNATIONS</u> (continued)				
PIB	-25	Disability designation client data files (electronic database records) (covers the PWD data contained within the Care Analysis Tracking System [CATS] and the Management Information System [MIS])	SO	nil	DE

SO = when the data is updated or when the client is removed from the MIS

PIB	-30	Persons with Disabilities (PWD) designation approved client case files (covers Disability Benefits Level 2 [DB2]) (includes application, medical and educational assessments, income information, approval letter and copies of reconsiderations and appeals) (arrange by Handicapped Status number [HS#])	SO	7y	DE
-----	-----	---	----	----	----

SO = when client is deceased (based on *Limitation Act* (RSBC 1996, c. 266, s. 7)).

NOTE: Client files are sent into active storage ninety (90) days after approval. A copy of the approval letter is placed on the client's benefits file under secondary 30000-20.

PIB	-35	Persons with Disabilities (PWD) designation denied client case files (covers Disability Benefits Level 2 [DB2]) (includes application, medical and educational assessments, income information, denial letter and copies of reconsiderations and appeals) (arrange by client's surname)	CY	60y	DE
-----	-----	--	----	-----	----

61y = The sixty-one-year retention is based on a reasonable interpretation of the *Limitation Act* (RSBC 1996, c. 266, s. 7(2)), considering the type of damages that might arise from a wrongful denial of a PWD designation.

NOTE: A copy of the denial letter is placed on the client's benefits file under secondary 30000-20.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
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FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

40400 OPTICAL SUPPLEMENTS A SA FD

Records relating to the providing of optical supplements and services (i.e., eyeglasses and eye examinations) to eligible BC Employment and Assistance clients, including children on Medical Services Plan (MSP) premium assistance.

Claims which fall within policy limits are handled by the service provider (currently Pacific Blue Cross) and are recorded electronically on the Pacific Blue Cross System (PBCS). Requests for exceptional claims are forwarded to the ministry for approval and only these exceptional requests are classified as case files as well as being recorded on the PBCS.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For medical equipment, see primary 40500.
 For monthly monitoring reports and statistics, including PBCS optical claims details reports, see *ARCS* secondary 440-20.
 For Pacific Blue Cross contract files see *ARCS* secondary 1070-20.
 For the PBCS, see the information system overview (ISO) section.
 For reconsiderations and appeals, see primary 10800.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

-01 General

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
40400	<u>OPTICAL SUPPLEMENTS</u>	(continued)			
PIB	-20	Optical supplement client case files (covers eligibility criteria, authorizations and justifications) (includes assessments, copies of prescriptions and copies of reconsiderations and appeals) (arrange by calendar year, then alphabetically by client's surname)	CY	6y	DE
		NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.			
PIB	-30	Optical supplement client data files (electronic database records) (covers optical supplement client information on the Pacific Blue Cross System)	SO	nil	DE

SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.

A =	Active	CY =	Calendar Year	SO =	Superseded or Obsolete		
SA =	Semi-active	FY =	Fiscal Year	DE =	Destruction		
FD =	Final Disposition	NA =	Not Applicable	SR =	Selective Retention		
PIB =	Personal Information Bank	w =	week	m =	month	FR =	Full Retention
PUR =	Public Use Records	y =	year	FOI =	Freedom of Information/Privacy		
OPR =	Office of Primary Responsibility			VR =	Vital Records		

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing ORCS, contact your Records Officer.

40500 MEDICAL EQUIPMENT SUPPLEMENTS A SA FD

Records related to purchasing, repairing, and renting essential prescribed medical equipment, appliances and hearing aids to eligible Employment and Assistance clients. Medical equipment supplements are tracked in the Care Analysis Tracking System (CATS).

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For CATS, see the information system overview (ISO) section.
 For purchase orders, see ARCS primaries 825 to 850.
 For reconsiderations and appeals, see primary 10800.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

-01 General

PIB	-20	Hearing equipment supplement recommendation client case files (includes hearing aid request tracking sheet, audio-logical assessments, medical equipment request & justification form, recommendation letter and copies of reconsiderations and appeals) (arrange by calendar year, then alphabetically by client's surname)	CY	6y	DE
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NOTE: Place a copy of the recommendation (approval or denial) on the client's BC Benefits case file under secondary 30000-20.

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
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OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

			<u>A</u>	<u>SA</u>	<u>FD</u>
40500	<u>MEDICAL EQUIPMENT SUPPLEMENTS</u>	(continued)			
PIB	-30	Medical equipment supplement client case files (includes assessments, client profile, medical equipment cover sheet, medical equipment request tracking sheet, medical equipment request and justification form, decision letter and copies of reconsiderations and appeals) (arrange alphabetically by client's surname)	SO	7y	DE
		SO = when the latest medical equipment request is four years old			
		NOTE: Medical equipment files and medical supply files (secondary 40600-20) for the same client are filed next to each other for convenience.			
		NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.			
PIB	-35	Orthotic equipment supplement client case files (includes assessments, client profile, orthotics request tracking sheet, request for orthotics/bracing form, billing, decision letter and copies of reconsiderations and appeals) (arrange by year, then by client's surname)	CY	6y	DE
PIB	-40	Medical equipment supplement client data files (electronic database records) (covers hearing, medical and orthotic equipment case files in the Care Analysis Tracking System [CATS])	SO	nil	DE

SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing ORCS, contact your Records Officer.

40600 MEDICAL SUPPLY SUPPLEMENTS A SA FD

Records related to purchasing, repairing, and renting essential prescribed medical supplies to eligible BC Employment and Assistance clients. Medical supply supplements are tracked in the Care Analysis Tracking System (CATS).

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For CATS, see the information system overview (ISO) section.
 For purchase orders, see ARCS primaries 825 to 850.
 For reconsiderations and appeals, see primary 10800.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

-01 General

PIB	-20	Medical supply supplement client case files (includes practitioner assessments and recommendations, client profiles, medical supplies cover sheet, medical supplies request tracking sheet, medical equipment request and justification form, surgical supplies purchase documents, decision letter and copies of reconsiderations and appeals) (arrange alphabetically by client's surname)	SO	7y	DE
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SO = when the latest medical supply request is two years old

NOTE: Medical supply files and medical equipment files (secondary 40500-30) for the same client are filed next to each other for convenience.

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
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PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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40600 MEDICAL SUPPLY SUPPLEMENTS (continued) A SA FD

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

PIB	-30	Medical supply supplement client data files (electronic database records) (covers medical supply case files in the Care Analysis Tracking System [CATS])	SO	nil	DE
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SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.

A = Active
 SA = Semi-active
 FD = Final Disposition
 PIB = Personal Information Bank
 PUR = Public Use Records
 OPR = Office of Primary Responsibility

CY = Calendar Year
 FY = Fiscal Year
 NA = Not Applicable
 w = week m = month
 y = year

SO = Superseded or Obsolete
 DE = Destruction
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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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40700 MONTHLY NUTRITIONAL SUPPLEMENTS A SA FD

Records related to providing funding for prescribed monthly nutritional supplements (MNS) to eligible BC Employment and Assistance clients. The MNS program, created in October 2001, is the only health related service program that provides funding directly to the client's monthly assistance cheque. MNS is tracked in the Care Analysis Tracking System (CATS) and the funding is provided through the Management Information System (MIS).

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For CATS, see the information system overview (ISO) section.
 For the Diet Assistance Program, see secondary 30000-20.
 For MIS, see the ISO section.
 For reconsiderations and appeals, see primary 10800.

Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for: CY+2y nil DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO nil DE

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE

OPR = Social Policy Branch

-01 General

PIB	-20	Monthly nutritional supplement (MNS) client case files (includes practitioner assessments and recommendations, client profiles and application, Nutritional Products Request Tracking Sheet, approval or denial letter and copies of reconsiderations and appeals) (arrange alphabetically by client's surname)	SO	7y	DE
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SO = when client is deceased (based on *Limitation Act* (RSBC 1996, c. 266, s. 7)).

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
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PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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		<u>A</u>	<u>SA</u>	<u>FD</u>
40700	<u>MONTHLY NUTRITIONAL SUPPLEMENTS</u> (continued)			
	NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.			
PIB	-30 Monthly nutritional supplement (MNS) client data files (electronic database records) (covers monthly nutritional supplement case files in the Care Analysis Tracking System [CATS] and the payment data in the Management Information System [MIS])	SO	nil	DE

SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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			<u>A</u>	<u>SA</u>	<u>FD</u>
40900	<u>THERAPY SUPPLEMENTS</u>				
	Records related to providing essential therapy, massage, and chiropractic treatment services as well as counseling services to eligible BC Employment and Assistance clients. Therapy supplements are tracked in the Care Analysis Tracking System (CATS).				
	Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.				
	For CATS, see the information system overview (ISO) section. For reconsiderations and appeals, see primary 10800.				
	Unless otherwise specified below, the ministry OPR (Health Assistance Branch) will retain these records for:				
			CY+2y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:				
			<u>SO</u>	<u>nil</u>	DE
-00	Policy and procedures	- OPR	<u>SO</u>	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	DE
	OPR = Social Policy Branch				
-01	General				
PIB	-20	Therapy supplement client case files (covers all types of therapy treatments) (includes practitioner assessments and recommendations, client profiles and application, Therapy Extension Request Tracking Sheet, decision letter and copies of reconsiderations and appeals) (arrange by calendar year, then alphabetically by client's surname)	CY	60y	DE
		61y = The sixty-one-year retention is based on a reasonable interpretation of the <i>Limitation Act</i> (RSBC 1996, c. 266, s. 7(2)).			
	NOTE: A copy of the therapy decision letter (approval or denial) is placed on the BC Benefits client case file under secondary 30000-20.				

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
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FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

40900 THERAPY SUPPLEMENTS (continued)

NOTE: For a more complete description of the contents and physical organization of these files, see Appendix A, Client File Formats.

PIB	-30	Therapy supplement client data files (electronic database records) (covers therapy supplement case files in the Care Analysis Tracking System [CATS])	SO	nil	DE
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SO = upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.

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INFORMATION SYSTEM OVERVIEW SECTION

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Ministry of Human Resources intranet web site		

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INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Division
Employment Initiatives Branch

System Title

Bridging Employment Program (BEP) System

Purpose

The purpose of the BEP system is to record, track, and report on the progress of clients enrolled in the BEP and to produce invoices for the service provider based on the progress of those clients.

Information Content

The BEP system is a web-based database that contains client data (name and contact information, age, region, Social Insurance Number, BC Employment and Assistance status, and the clients' Personal Identification number), data about the clients' participation in BEP (dates, status and service provider) and data about the clients' employment objectives for the six months following completion of the program. The system may also include some data on the clients' actual employment outcomes following completion of the program.

Inputs, Processes, and Outputs

Inputs

Employment initiative staff initiate the client file through the Management Information System (see MIS information system overview [ISO] section). The MIS updates the BEP system nightly and creates any new client files. Service providers and ministry staff use an internet connection to input data into the BEP system.

Processes

The BEP system tracks the progress and status of a client enrolled in BEP and calculates the payment due to a service provider based on the enrolment and the progress of the clients..

Outputs

BEP system outputs consist of statistical reports according to most parameters contained within the database (e.g., status, region, age, dates, and service provider). It also creates service provider invoices according to milestones reached by BEP clients. The BEP system also updates the MIS nightly.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

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Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30400-25	Employment service client data files

Inputs

Secondary No.	Secondary Title
30400-20	Employment service client case files

The MIS updates the BEP system nightly.

Outputs

Secondary No.	Secondary Title
ARCS 925-20	Accounts payable
ARCS 1070-20	Contract case files
10700-20	Program evaluation project files
30400-20	Employment service client case files
30000-20	Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.
The BEP system updates the MIS nightly.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Financial and Administrative Services Branch (FASB)
Financial Operations

System Title

BC Bus Pass System (Bus Pass)

Purpose

The purpose of Bus Pass is to process applications and receive payments for subsidized bus passes.

Information Content

Bus Pass contains client data (e.g., name, birth date, contact information, past and present addresses, handicapped status, and Social Insurance Number) and data about the clients' application (e.g., dates, pass number, financial data, and comments and history). Bus Pass also stores a scanned image of all supporting documentation.

Inputs, Processes, and Outputs

Inputs

Financial Operations input all data and scan all documents for Buss Pass. Bus Pass also receives data imported from the Old Age Security pension and Guaranteed Income Supplement (OAS/GIS) program provided by the Old Age Security Division, Human Resources Development Canada (HRDC) and the Management Information System (MIS). For more information on the MIS, see the information system overview (ISO) section.

Processes

Bus Pass processes client applications and calculates how much the client will be required to pay.

Outputs

Bus Pass outputs consist of pre-established and ad hoc statistical reports, screen prints and a data file which is sent to the contractor(s) responsible for the issuing of the bus passes.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30100-25	Bus pass client data files

Inputs

Secondary No.	Secondary Title
30100-02	Bus pass client correspondence
30100-03	Bus pass payment and application batches

Bus Pass receives client data from the MIS on a weekly basis and from OAS/GIS on a monthly basis. These temporary data files are classified under special schedule 102902.

Outputs

Secondary No.	Secondary Title
30100-02	Bus pass client correspondence

Statistical reports are classified under *ARCS* primaries 440 to 448. Temporary data files such as raw data tables and data sets are classified under special schedule 102902.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Regional Services Division
Health Assistance Branch

System Title

Care Analysis Tracking System (CATS)

Purpose

The purpose of CATS is to record, track, and report on medical supplements and assistance provided to eligible BC Employment and Assistance clients. It also tracks detailed information about clients with a disability designation, communications with applicants and health service providers, schedules follow-ups and records payments. The medical supplements and assistance includes providing funding for the purchase, repair or rental of equipment, supplies, hearing aids, orthodontics, orthotics, monthly nutritional supplements, and therapy. Dental and optical assistance is covered by the Pacific Blue Cross System (see ISO), not by CATS.

Information Content

CATS contains client data (name and contact information, Social Insurance Number, designation as a Person With Disabilities [PWD] and the clients' Ministry Information System [MIS] Personal Identification number) and data about the clients' requests for medical assistance (request number assigned by CATS, dates, request particulars, medical diagnoses, the equipment or supplies provided and the final decision for each request). It also holds contact data about the doctors, assessors and practitioners involved in client care.

Inputs, Processes, and Outputs

Inputs

Health assistance staff input all the request data using medical request forms and tracking sheets, and correspondence with clients and practitioners. Client contact information is directly imported from the MIS (see the MIS information system overview).

Processes

CATS tracks the progress of requests by client and by individual request.

Outputs

CATS outputs consist of statistical reports according to any parameter contained within the database (e.g., client groupings, types of request, dates, funding, region). The database also produces the final approval or denial letters and prints service provider invoices.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
40300-40	Disability designation client data files
40500-40	Medical equipment supplement client data files
40600-30	Medical supply supplement client data files
40700-30	Monthly nutritional supplement (MNS) client data files
40900-30	Physiotherapy supplement client data files

Inputs

Secondary No.	Secondary Title
40300-30	Persons with Disabilities (PWD) designation client case files
40500-20	Hearing equipment supplement recommendation client case files
40500-30	Medical equipment supplement client case files
40500-35	Orthotic equipment supplement client case files
40600-20	Medical supply supplement client case files
40700-20	Monthly nutritional supplement (MNS) client case files
40900-20	Physiotherapy supplement client case files

Data is also directly imported from the Ministry Information System (see also the MIS Information System Overview).

Outputs

Secondary No.	Secondary Title
ARCS 925-20	Accounts payable
40300-30	Persons with Disabilities (PWD) designation client case files
40500-20	Hearing equipment supplement recommendation client case files
40500-30	Medical equipment supplement client case files
40500-35	Orthotic equipment supplement client case files
40600-20	Medical supply supplement client case files
40700-20	Monthly nutritional supplement (MNS) client case files
40900-20	Physiotherapy supplement client case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Policy and Research Division
Planning, Performance and Data Services Branch (PPDSB)

System Title

Corporate Data Warehouse

Purpose

The purpose of Corporate Data Warehouse is to collect and store the data from a number of other databases in order to make that data accessible for analysis, statistical reporting, research, forecasting, performance measurement, and program and caseload management. Originally created in 1983, it has been expanded and enhanced to include data from many of the ministry's human resource databases as well as from several databases outside of the ministry.

Information Content

The Corporate Data Warehouse contains data from most of the databases in the ministry as well as data from other ministries (e.g., Attorney General, Health, Advanced Education, Children and Family Development) and other government offices (e.g., BC Stats and Canadian Customs and Revenue Agency). Significant examples of data includes: client contact, status and financial information; program activity and financial information; alerts; appeals; complaints; and prevention, compliance, and enforcement. All of this data is a copy from another database.

The warehouse also contains metadata, extrapolated data and calculations not contained in any other database. Examples of metadata include the association of a time factor with the data and connecting the data to a specific program such as the Job Placement Program or the Family Maintenance Program.

Inputs, Processes, and Outputs

Inputs

Economic analysis staff input all the information from the other databases either automatically or by pulling datasets, adjusting and inputting the fixed dataset into the Corporate Data Warehouse.

Processes

The Corporate Data Warehouse stores the data, its associated metadata and performs some calculations and extrapolations based on the data.

Outputs

Corporate Data Warehouse outputs consist of statistical reports created by or for various branches of the ministry. The data is also used to create program forecasts (plotting and predicting the activities of ministry programs). In the past, these reports were created by data analysts for the branches, but the development of the intranet-based Management Analysis and Reporting System (MARS), has automated the reporting process, allowing branches to access their own specialized reports. MARS is an information reporting tool developed using standard off-the-shelf software, and has been in use at Ministry of Human Resources since July 2002. For more information on the MARS web site, see the information overview section.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

The Corporate Data Warehouse also exports datasets for various government offices (federal and provincial).

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
10200-20	Corporate data warehouse case files

Inputs

Secondary No.	Secondary Title
10200-02	Special requests

Most databases in the ministry manually or automatically input data into the Corporate Data Warehouse (MIS; BCEA Adult Residence Resource; Prevention, Compliance, Enforcement; BCEA Month End Cheque Production and EFT; Child Care Subsidy; Compensation Contribution Program)

Outputs

Secondary No.	Secondary Title
<i>ARCS</i> 440-20	General reports/statistics
10200-02	Special requests
10700-20	Program evaluation project files
40300-02	Health Benefits Application Tracking (HBAT)

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.

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- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

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INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Division
Employment Strategy for Persons with Disabilities Branch

System Title

Employment Program for Persons with Disabilities (EPPD) System

Purpose

The EPPD system has two main purposes. The first is to track, and report on the progress of clients enrolled in EPPD and the second is the financial administration and tracking of the clients and the program funds. A related tertiary purpose is a bring-forward function for service coordinators.

Information Content

EPPD is an Oracle-based database that contains data about clients and service providers (i.e., suppliers) and financial information related to the involvement of clients with the suppliers and the EPPD programs. Client data includes personal information (name, address and contact information, date of birth, disability code, Social Insurance Number, and the EPPD client number) and information about the clients' participation in EPPD (dates, status, type of client, region, funding and service provider). Information about the service provider includes the supplier's information (name, address and contact information) and the ministry/provider's financial information (invoices, cheques, history, authorizations). EPPD financial information includes the provincial, regional and administrative area budgets, funding and payment approvals, expenditures, STOBs, and service lines.

EPPD updates and is updated by the Corporate Accounting System (CAS) and CAS Open Data Exchange (CODE) databases as described in the Inputs and Outputs sections. It also accesses client data from the Management Information System (MIS). For more information on the MIS, see the information system overview (ISO) section.

EPPD holds data dating back to April, 1989. Until July 1, 2003, EPPD was known as the Vocational Rehabilitation Services (VRS) system.

Inputs, Processes, and Outputs

Inputs

Regional and headquarters' staff perform all inputs to the EPPD based on information collected from the service providers' reports and service coordinators funding approvals.

EPPD is updated by the Corporate Accounting System (CAS) Open Data Exchange (CODE) nightly for reconciliation of invoices and supplier changes.

Processes

EPPD tracks the progress and status of a client enrolled in EPPD and validates funding approvals and financial information. It also performs a bring-forward function for caseworkers.

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Outputs

EPPD outputs consist of several pre-established program, financial and statistical reports (e.g., fiscal year end accruals, EPPD Participant Numbers Report, client status and consultant caseload) and customized reports may be created according to any parameters contained within the database (e.g., client demographics, dates, and service providers).

EPPD updates CAS nightly. EPPD sends supplier invoice payment requests (including advances) and allowance payments to CAS on a weekly basis and client maintenance payment requests on a semi-monthly basis.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30400-25	Employment service client data files

Inputs

Secondary No.	Secondary Title
30400-20	Employment service client case files

CAS/CODE updates the EPPD nightly.

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Outputs

Secondary No.	Secondary Title
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ARCS 1070-20	Contract case files
ARCS 6920-20	Exception reports
30400-20	Employment service client case files
30000-20	Client benefit case files

Financial reports produced are classified in *ARCS* section four.

Statistical reports produced are classified under *ARCS* primaries 440 to 448.

EPPD updates CAS/CODE nightly, weekly and semi-monthly.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Executive Planning Division
Customer Services Branch

System Title

Executive Call Tracking System (Call Trak)

Purpose

The purpose of Call Trak is to record, track, and reconcile inquiries, complaints and comments from clients, Member of the Legislative Assembly offices, ministers' offices, Enquiry BC and the public. The system is also used, in conjunction with the Service Review Tracking System (SRTS), to identify and address issues around service quality and administrative practices. Reconsiderations and appeals are handled through the Reconsiderations and Appeals System (RAS). For more information on RAS or the SRTS, see the information system overview (ISO) section.

Information Content

Call Trak contains some customer data (e.g., name of individual or organization, client number and Social Insurance Number) and data about the inquiry (e.g., date, issue, office involved, and final result).

Inputs, Processes, and Outputs

Inputs

Customer service staff input all the data using the call sheets, emails, phone calls and information gleaned from the Management Information System (MIS). For more information on the MIS, see the information system overview (ISO) section.

Processes

Call Trak tracks inquiries by customer and by issue.

Outputs

Call Trak outputs consist of statistical reports and reports according to issue, region and/or customer. Call Trak does not export data to the Corporate Data Warehouse.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
10100-25	Customer inquiry data files

Inputs

Secondary No.	Secondary Title
10100-20	Customer inquiry case files

Data is also gathered by the customer service staff from the MIS.
Transitory call sheets are classified under special schedule 102902.

Outputs

Secondary No.	Secondary Title
ARCS 440-25	Ad hoc reports
ARCS 444-20	Monthly reports
10100-20	Customer inquiry case files

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Provincial Services
Health Reconsideration Branch

System Title

Health Assistance Reconsideration Unit (HARU) Database

Purpose

The purpose of the HARU database is to record, track, and report on reconsiderations and appeals for Employment and Assistance clients' with regard to health supplement and disability designation decisions.

Information Content

The HARU database contains client data (name, region, Social Insurance Number and the clients' employment and assistance [i.e., GA] file number) and data about the clients' requests for reconsideration and appeal (dates, status, worker, reconsideration number assigned by RAS, reconsideration or appeal category, and the final decision for each reconsideration or appeal).

On December 12, 2003, RAS superseded the HARU database. All the data from the HARU database has been transferred to RAS.

Inputs, Processes, and Outputs

Inputs

HARU staff input all the reconsideration and appeal data.

Processes

The HARU database tracks the status of reconsiderations and appeals by client, region, individual request, and category of reconsideration or appeal.

Outputs

HARU database outputs consist of statistical reports according to any parameter contained within the database (e.g., status, client groupings, types of reconsiderations and appeals, dates, region).

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
10600-35	Client reconsideration and appeal data files

Inputs

Secondary No.	Secondary Title
10600-40	Non-regional client appeal case files
10600-50	Non-regional client reconsideration case files
10600-80	Regional client appeal case files
10600-90	Regional client reconsideration case files

Outputs

Secondary No.	Secondary Title
10600-40	Non-regional client appeal case files
10600-50	Non-regional client reconsideration case files
10600-80	Regional client appeal case files
10600-90	Regional client reconsideration case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Division
Employment Initiatives Branch

System Title

Job Placement Program (JP) System

Purpose

The purpose of the JP system is to record, track, and report on the progress of clients enrolled in the Job Placement Program (JP) and to reconcile payments and reversals to and from the service provider. This system also holds the data gathered during JP's predecessor, which was known as the Jobs Partnership Program (JPP).

Information Content

The JP system is a web-based database that contains client data (name and contact information, age, region, Social Insurance Number, JP number, and the clients' Employment and Assistance or "GA" file number), data about the clients' participation in JP (dates, status and service provider) and data about the clients' employment history (employer, wage rate, hours and city). Information about the service provider includes the name of the provider's program and the user ids used by the service provider to access the JP system.

Inputs, Processes, and Outputs

Inputs

Regional staff initiate the client file through the Management Information System (see MIS information system overview [ISO] section). The MIS updates the JP system nightly and creates any new client files. Service providers use an internet connection to transfer their input data about the clients into a secure file that is then uploaded overnight to the JP system. Regional staff also enter term extensions for extended client activity. Headquarters staff perform data corrections to the JP system.

Processes

The JP system tracks the progress and status of a client enrolled in JP.

Outputs

JP system outputs consist of statistical reports according to most parameters contained within the database (e.g., client demographics, dates, and service providers). The JP system updates the MIS nightly.

The JP system also contributes data used in the calculation of payments due to the service providers based on the enrolment and the progress of the clients. This data is combined with data from the MIS and with the billing invoices from each service provider in order to produce the Billing Advisory Report.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30400-25	Employment service client data files

Inputs

Secondary No.	Secondary Title
30400-20	Employment service client case files

The MIS nightly updates the JP system.

Outputs

Secondary No.	Secondary Title
ARCS 1070-20	Contract case files
ARCS 6920-20	Exception reports
30400-20	Employment service client case files
30000-20	Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.
The JP system nightly updates the MIS.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW **For a System with Subsystems**

Name of Creating Agency

Ministry of Human Resources (MHR)
Management Services Division
Information Management Branch (IMB)

System Title

Management Information System (MIS)

Subsystem Titles

BC Benefits
Central Registry (CR)
Compliance Review
Family Maintenance Program (FM)
Investigations (IN)
Purchase Authorization (PA)

Purpose

MIS is a number of sub-systems, connected through a Central Registry, which support service delivery for a broad range of social service and income assistance programs. The MIS assists in tracking clients, programs, services and case management.

MIS Central Registry and MIS BC Benefits were implemented in 1984, with various function and information enhancements added since implementation.

MIS is also shared as a system with the Ministry of Children and Family Development (MCF). For more information on MIS's MCF data, see the information system overviews of the MCF *ORCS*.

Information Content

MIS is an Oracle database with a number of sub-systems that share common data and functions.

MIS BC Benefits – the purpose of the BC Benefits subsystem is to support the ministry programs that provide services and benefits to the ministry's clients. It is used to provide income benefits to eligible clients; issue, track and reconcile assistance cheques; track the financial relationship with clients (i.e., benefits adjustments, payments to clients and debt recovery from clients); and maintain a history of the services provided to the client.

MIS Central Registry (MIS CR) – the purpose of the MIS CR is to act as the primary automated connection between all service delivery applications integrated into the MIS (for more information see the ISOS for the Central Registry). It provides a view across the ministries of services being provided to any client, by any service provider.

MIS Compliance Review - the purpose of the MIS Compliance Review subsystem is to record, track and report on compliance review projects. It was implemented in 1999.

MIS Family Maintenance Program (MIS FM) - the purpose of the MIS FM is to record, track and report on BC Employment and Assistance (BCEA) clients' assignment rights, maintenance applications and orders and payments of respondents. It was implemented in 1991.

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MIS Investigations (MIS IN) – the purpose of the MIS IN is to record, track, and report on the progress of all Employment and Assistance (EA) fraud investigations, except for Child Care Subsidy Program (CCSP) investigations, which are tracked in the CCSP Investigation system (see Child Care Subsidy Program Ongoing Records Schedule 169600). It was implemented in 1992.

MIS Purchase Authorization (MIS PA) – the purpose of the PA is to track and print purchase authorizations provided to Employment and Assistance Clients. It was implemented in 1991.

Data Interactions

There are numerous interactions between the MIS and other ministry databases as well as databases in other ministries. These interactions typically involve the creation of an intermediate and transitory data file, but may also involve direct system to system connections. The connections may be through a specific sub-system of the MIS, but attempting to define all of them is very difficult and of little value from a records management perspective. What follows is a list of systems that interact with the MIS, the general data transferred and the frequency.

To other MHR databases

Program/System	Data	Frequency
BC Bus Pass System (Bus Pass)	Client	Weekly
Bridging Employment Program System (BEP)	Client	Daily
Care Analysis Tracking System (CATS)	Client	As needed
Corporate Data Warehouse	Statistical	Daily
Employment Program for Persons with Disabilities System (EPPD)	Client	Daily
Executive Call Tracking System (Call Trak)	Client	As needed
Financial Management Information System (FMIS)	Debt Recovery	Daily
Financial Management Information System (FMIS)	EI* Benefits	Weekly
Financial Management Information System (FMIS)	Security Deposits	Weekly
Financial Management Information System (FMIS)	Cheques	Various
Job Placement Program System (JP)	Client	Daily
Merlin Reach Back (Merlin)	Client	As needed
Pacific Blue Cross System (PBCS)	Client	Daily
Reconsiderations and Appeals System (RAS)	Client	As needed
Service Review Tracking System (SRTS)	Client	As needed
Skills, Training and Accountability Registry (STAR)	Client	As needed
Training for Jobs System (TFJ)	Client	Daily

*Employment Insurance

From other MHR databases

Program/System	Data	Frequency
Bridging Employment Program System (BEP)	Employment Status	Daily
Financial Management Information System (FMIS)	Debt Recovery	Daily
Merlin Reach Back (Merlin)	Employment Status	As needed
Job Placement Program System (JP)	Employment Status	Daily
Training for Jobs System (TFJ)	Employment Status	Daily

To other BC Ministries' databases

Ministry/Crown Corp	Program/System	Data	Frequency
Attorney General	Family Maintenance Enforcement Program (FMPEP)	Client	Various
CITS	Corporate Accounting System (CAS)	Financial	Various
Finance	Public Accounts	Cashed Cheques	Monthly
Finance	Collection and Loan Management	Debt Recovery	As needed

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	Branch (CLMB) through the FMIS		
Health	Pharmanet	Client	As needed
Health	Medical Services Plan (MSP)	Client	As needed
Management Services	BC Mail Plus	Cheques	Monthly
Management Services	BC Mail Plus	Tax slips	Yearly
Provincial Revenue	transferred from Canada Customs & Revenue Agency (CCRA)	Client and Income	Monthly & Yearly

From other BC Ministries' databases

Ministry/Crown Corp	Program/System	Data	Frequency
Attorney General	Family Maintenance Enforcement Program (FMEP)	Client	Various
BC Assessment	BC Assessment Access System	Property Assets	As needed Monthly
BC Lottery Corporation		Income	As needed
BC Vital Statistics Agency		Client	As needed
CITS	Corporate Accounting System (CAS)	Financial	Various
Finance		NCBS, BC EIB* & Family Bonus	Monthly
Finance	Internal Audit	Statistical	
Finance	Collection and Loan Management Branch (CLMB) through the FMIS	Debt Recovery	As needed
Forests	Fire-fighters	Income	Monthly
Health	Medical Services Plan (MSP)	Client	Various
Health	Healthy Kids	Client	Monthly
Ministry of Advanced Education	Provincial Student Loans	Expenses	As needed
Provincial Revenue	transferred from Canada Customs & Revenue Agency (CCRA)	Client and Income	Monthly & Yearly
Workers' Compensation Board		Income	As needed

*National Child Benefit Supplement and BC Earned Income Benefit

To other Provincial Ministries' databases

Province	Ministry/Crown Corp	Data	Frequency
Alberta	Family and Social Services	Client and Financial	Monthly
Manitoba	Family Services	Client and Financial	Monthly
Saskatchewan	Social Services	Client and Financial	Monthly

To other Federal Ministries' databases

Ministry/Crown Corp	Data	Frequency
Canada Customs and Revenue Agency (CCRA)	Tax slips	Yearly
Employment and Immigration Canada (EIC)	Client	Quarterly
Employment and Immigration Canada (EIC)	Financial	Monthly

From other Federal Ministries' databases

Ministry/Crown Corp	Data	Frequency
Canada Customs and Revenue Agency (CCRA)	Financial	Yearly
Employment and Immigration Canada (EIC)	Financial	Monthly
Federal Student Loans	Expenses	As needed
Human Resources Development Canada (HRDC)	Employment Insurance	As needed

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Statistics Canada	Client	As needed
Canada Post	Postal Codes	Monthly

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INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Information Management Branch (IMB)

System Title

Management Information System (MIS)

Subsystem Title

BC Benefits

Purpose

This subsystem is referred to by the name of the ministry's program, and its name has changed several times in the past. Some of the most recent names include the Guaranteed Available Income for Need (GAIN), BC Benefits and Employment and Assistance (EA). It also includes the addition of employment initiative functions referred to as MIS Assessment and Referral. For the sake of consistency, it will be referred to in this document as the BC Benefits subsystem.

The BC Benefits subsystem supports the ministry programs that provide services and benefits to the ministry's clients. It is used to provide income benefits to eligible clients; issue, track and reconcile assistance cheques; track the financial relationship with clients (i.e., benefits adjustments, payments to clients and debt recovery from clients); and maintain a history of the services provided to the client.

Information Content

The BC Benefits subsystem contains most of the client data related to awarding and processing BC Employment and Assistance benefits (i.e., data related to a client's eligibility and employability, and finances and debt recovery) as well as summary data from other programs (e.g., training, medical information, investigations, reconsiderations and appeals). Financial data includes the approval, calculation and issuing of cheques. Debt recovery data includes amounts, repayments, and origin of debt (e.g., security deposit, repayable hardship claim or fraud).

The MIS BC Benefits subsystem began operations in 1984 when it was integrated with the Central Registry application. MIS Assessment and Referral was added in 1989.

Inputs, Processes, and Outputs

Inputs

EAC staff input client related data into the BC Benefits subsystem. The system also connects with the MIS Central Registry (CR) in order to fill in additional client data (e.g., contact information and client history and current status with the ministry). For more information on MIS CR, see the information system overview (ISO) section.

Banking institutions which cash assistance cheques return a datafile to the ministry for reconciliation and input to the MIS BC Benefits.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Processes

The BC Benefits subsystem records the client data. It also calculates the amounts of the assistance cheques and reconciles cashed cheques against its cheque register.

Outputs

BC Benefits subsystem outputs consist of caseload summary reports, monthly and ad hoc statistical and financial reports for EAC administration. Screen prints and reports may also be printed for inclusion in client files and program files. The BC Benefits subsystem sends a monthly data file to BC Mail Plus in the Ministry of Management Services for cheque printing. A data file for income reporting is sent to Canada Customs and Revenue Agency (CCRA) annually. Debt recovery files are transferred to the Financial Management Information System (FMIS)

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

10300-25	Debt recovery data files
30000-25	Client benefit data files

Inputs

Secondary No.	Secondary Title
<i>ARCS</i> 985-20	Bank accounts
10300-20	Debt recovery case files
10500-03	Client signed cheque stubs
30000-03	Voucher booklets
30000-20	Client benefit case files

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Outputs

Secondary No.	Secondary Title
ARCS 1050-03	Cheque requisitions
ARCS 1050-08	Replacement (in-lieu) cheques
ARCS 1180-40	Report working papers
10300-20	Debt recovery case files
30000-20	Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see *ISO* and other *ISOSs*.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Information Management Branch (IMB)

System Title

Management Information System (MIS)

Subsystem Title

Central Registry (CR)

Purpose

CR is the primary connection between all service delivery systems integrated into the MIS and it is the interface for the application process. CR keeps a record of each client receiving any service or program from the ministry. A cross-ministry view of services being provided to any client, by any service provider, can be obtained through CR.

CR also includes a bring forward function and an alert function. The bring forward function includes staff set time indicators as well as automatic time indicators such as anniversary processing which alerts staff of changes to client data (e.g., client's age changes resulting in senior status). The alert function is used to flag a client who needs to be identified and/or contacted for various legal and medical reasons.

Information Content

CR consists of two linked databases: the file database and the person database. The person database contains basic client data (e.g., name and aliases, birth date, SIN, dependents, contact and personal information, and Personal Identification [PID] number). The file database contains basic service data linked back to the client.

The Central Registry subsystem began operations in 1984 when it was integrated with the MIS BC Benefits application.

Inputs, Processes, and Outputs**Inputs**

CR data input by ministry staff occurs at all levels (i.e., Employment and Assistance Centers [EACs], Prevention, Compliance and Enforcement [PCE] offices, regional offices and headquarters). CR also automatically reconciles and updates data based on datafiles such as the monthly cheque production batch job and client data from Human Resources Development Canada (HRDC).

Processes

CR tracks and queries client data and their connections to ministry services and programs. CR also includes a bring forward function and an alert function.

Outputs

CR outputs consist of pre-established and ad hoc statistical reports. Screen prints and reports may also be printed for inclusion in client files and program files.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Data files used for client file matching are sent to the Ministry of the Attorney General and to the ministries responsible for social services in Alberta and Saskatchewan. These data matches are used to identify and prevent fraud and include some financial data covered under the BC Benefits subsystem.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

30000-25	Client benefit data files
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Inputs

Secondary No.	Secondary Title
---------------	-----------------

10500-03	Client signed cheque stubs
30000-20	Client benefit case files

Outputs

Secondary No.	Secondary Title
---------------	-----------------

10700-20	Social policy and program working case files
30000-20	Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see ISO and other ISOSs.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

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INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Prevention, Compliance and Enforcement (PCE) Branch

System Title

Management Information System (MIS)

Subsystem Title

Compliance Review

Purpose

The Compliance Review subsystem records, tracks and reports on compliance review projects. Compliance review projects are used to investigate client compliance to ministry policies and legal requirements.

Information Content

Compliance Review contains data about the compliance project (e.g., reviewer, status, dates, history, fraud type) and the results of the review (e.g., investigation number, recommendations, repayments, changes to client benefits and other financial repercussions).

The Compliance Review subsystem began operations in October 1999.

Inputs, Processes, and Outputs**Inputs**

PCE compliance review officers input all data into the Compliance Review subsystem through an internet based interface.

Processes

Compliance Review tracks the progress and status of a review.

Outputs

Compliance Review outputs consist of caseload reports and raw data exported for the creation of statistical reports.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

10500-30	Compliance review data files
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Inputs

Secondary No.	Secondary Title
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10500-35	Compliance review working case files
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Outputs

Secondary No.	Secondary Title
---------------	-----------------

10500-05	Detection and investigation statistical reports
30000-20	Client benefit case files

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see *ISO* and other *ISOSs*.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Regional Services Division
Regional Offices and Employment and Assistance Centres (EACs)

System Title

Management Information System (MIS)

Subsystem Title

Family Maintenance Program (FM)

Purpose

The Family Maintenance Program subsystem records, tracks and reports on BC Employment and Assistance (BCEA) clients' assignment rights, maintenance applications and orders and payments of respondents.

Information Content

The FM database contains client data (e.g., name and contact information), dependent data (e.g., names, ages), respondent data (e.g., name, contact information, financial information and dependents), contacts (i.e., names and contract data for persons who may have information about the respondent) and payments and court order data.

The FM subsystem began operations in September, 1991.

Inputs, Processes, and Outputs

Inputs

EAC staff input the majority of the FM data. The system also connects with the MIS Central Registry (CR) in order to fill in additional client data (e.g., contact and financial information, client history and current status with the ministry). For more information on MIS CR, see the information system overview (ISO) section.

Monthly data files from the Family Maintenance Enforcement Program (FMEP) of the Ministry of Attorney General are used to update the MIS FM.

Processes

FM tracks client, dependent, respondent and contacts data. It also performs an automatic data match between the MIS CR and FM modules in order to correct errors and to identify individuals who are no longer BCEA clients.

Outputs

FM outputs consist of statistical reports, which are used for trend analysis. These statistical reports are accessed through the Management Analysis and Reporting System (MARS), which is a tool for accessing the Corporate Data Warehouse. For more information on the Corporate Data Warehouse, see the ISO section. Screen prints and reports may also be printed for inclusion in client files and program files.

Monthly data files are sent to FMEP.

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Staff from the FMEP of the Ministry of Attorney General produces several reports according to their needs. For more information on the Ministry of Attorney General, see their *Operational Records Classification Systems (ORCS)*.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

30500-25	Family maintenance client data files
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Inputs

Secondary No.	Secondary Title
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30500-20	Family maintenance client case files
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Outputs

Secondary No.	Secondary Title
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30500-02	Family maintenance monthly printed reports
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30500-03	Family maintenance reports
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30500-20	Family maintenance client case files
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Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see ISO and other ISOSs.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

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INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Prevention, Compliance and Enforcement (PCE) Branch

System Title

Management Information System (MIS)

Subsystem Title

Investigations (IN)

Purpose

IN is used to record, track, and report on the progress of all Employment and Assistance (EA) fraud investigations, except for Child Care Subsidy Program (CCSP) investigations, which are tracked in the CCSP Investigation system (see Child Care Subsidy Program Ongoing Records Schedule 169600).

Information Content

IN contains data about the client being investigated (e.g., name, SIN, contact and personal information, and Personal Identification [PID] number), the investigation process (e.g., Employment and Assistance Centre, assigned investigator, investigation number, status, dates, history, fraud type), and the results of the investigation (e.g., criminal or civil court judgements or orders and repayments, changes to the client's benefits and other financial repercussions).

The Investigations subsystem began operations in 1992 with substantial upgrades in 1999.

Inputs, Processes, and Outputs**Inputs**

PCE staff input all data into the IN. The fraud referral form initiates an investigation.

Processes

IN tracks the progress and status of an investigation.

Outputs

IN outputs consist of caseload reports and raw data exported for the creation of statistical reports. Screens may also be printed for inclusion in the investigation file.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

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Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

10500-55	Fraud investigation data files
10500-60	Fraud investigation – unfounded - data files

Inputs

Secondary No.	Secondary Title
10500-50	Fraud investigation case files

Outputs

Secondary No.	Secondary Title
10500-05	Detection and investigation statistical reports
10500-50	Fraud investigation case files

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see *ISO* and other *ISOSs*.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

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INFORMATION SYSTEM OVERVIEW

For a Subsystem

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Financial and Administrative Services Branch (FASB)

System Title

Management Information System (MIS)

Subsystem Title

Purchase Authorization (PA)

Purpose

PA tracks and prints purchase authorizations provided to Employment and Assistance Clients. A purchase authorization gives clients permission and funds to obtain goods and/or services from a supplier for any valid non-repayable expense/allowance except security deposits.

Information Content

PA is a relatively simple subsystem. It consists of the purchase authorization data (e.g., form number, supplier, purchaser, goods/services, restrictions, authorization, and confirmation).

Inputs, Processes, and Outputs**Inputs**

Employment and Assistance Centre (EAC) staff input all PA data.

Processes

PA tracks and queries client data and their connections to ministry services and programs.

Outputs

EAC staff print the purchase authorization. Ad hoc and statistical reports are used to track the use of purchase authorizations and to track paper stocks for the printing of authorization forms. PA updates the Accounts Receivable system (i.e., Financial Management Information System) daily.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy in special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

30000-25 Client benefit data files

Inputs

Secondary No. Secondary Title

30000-20 Client benefit case files

Outputs

Secondary No. Secondary Title

30000-20 Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the related system and subsystems, see *ISO* and other *ISOSs*.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Development Division
Labour Market Initiatives and Partnerships Branch

System Title

Merlin Reach Back (Merlin)

Purpose

The purpose of Merlin is to assist ministry staff in identifying clients who are eligible for employment insurance reach back programs and then connecting them to various provincial, federal and other training and re-employment assistance programs.

Information Content

Merlin contains client data (e.g., name, age and contact information, Social Insurance Number, and BC Benefits file number), referral and program involvement data (e.g., client status, program referred to, program name and category, allowance, dates and comments).

Merlin was implemented in October 1999. Its use has become sporadic and inconsistent among staff, therefore the data is not reliable nor accurate.

Inputs, Processes, and Outputs

Inputs

Comments and activity data are inputted by ministry staff. Client data is imported nightly from the Ministry Information System (see the MIS information system overview [ISO]). Client and program information is imported irregularly from a data file provided by Human Resources Development Canada (HRDC).

Processes

Merlin identifies eligible clients and tracks the status and program involvement of the client. Merlin also includes a bring forward function.

Outputs

Merlin outputs consist of letters to clients, client profiles and statistical reports according to any parameter contained within the database (e.g., client groupings, types of request, dates, funding, region).

Data about the client's involvement in the training and re-employment programs is exported nightly to the MIS. Client and program information is exported monthly to Human Resources Development Canada (HRDC).

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

30000-25 Client benefit data files

Inputs

Secondary No. Secondary Title

30000-20 Client benefit case files

Outputs

Secondary No. Secondary Title

30000-20 Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Regional Services Division
Health Assistance Branch

System Title

Pacific Blue Cross System (PBCS)

Purpose

The purpose of PBCS is to record, track, and report on dental and optical supplements and assistance provided to eligible BC Employment and Assistance clients. This includes providing funding for dental, orthodontic and optical hardware and services. Other medical supplements are covered by the Care Analysis Tracking System (see the CATS information system overview), not by PBCS.

Information Content

PBCS contains client data (name and contact information, Social Insurance Number, the BC Employment and Assistance "GA" file number, the Personal Health number, and Persons with Disability (PWD) or Persons with Persistent Multiple Barriers (PPMB) designation and Handicapped Status number), service provider's data (contact information, claims and payments, type of practitioner, and certification information), and data about the clients' requests for dental and optical supplements (request number assigned by PBCS, dates, payment information, request particulars, medical diagnoses, the hardware or services provided and the final decision for each request).

Inputs, Processes, and Outputs

Inputs

Pacific Blue Cross staff input all the request data using medical request forms and correspondence with clients and practitioners. Client contact information is directly imported from the Ministry Information System (see the MIS information system overview [ISO]). Some client information is also directly imported from the Ministry of Health's Medical Services Program (MSP) database.

Processes

PBCS tracks the progress of requests by client and by individual request.

Outputs

PBCS outputs consist of statistical reports according to any parameter contained within the database (e.g., client groupings, types of request, dates, funding, region). It does not update the MIS, or the Corporate Data Warehouse (see the ISO).

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
40100-30	Dental and orthodontic supplement client data files
40400-30	Optical supplement client data files

Inputs

Secondary No.	Secondary Title
40100-02	Dental and orthodontics fee guides
40100-20	Dental supplement client case files
40100-40	Orthodontic supplement client case files
40400-20	Optical supplement client case files

Data is also directly imported from the Ministry Information System (see the MIS ISO).

Outputs

Secondary No.	Secondary Title
40100-02	Dental and orthodontics fee guides
40100-20	Dental supplement client case files
40100-40	Orthodontic supplement client case files
40400-20	Optical supplement client case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Provincial Services
Legislation and Legal Services Branch

System Title

Reconsiderations and Appeals System (RAS)

Purpose

The purpose of RAS is to record, track, and report on reconsiderations and appeals for Employment and Assistance clients' with regard to health supplement and disability designation decisions.

Information Content

RAS is an web-based Oracle database that contains client data (name, region, Social Insurance Number and the clients' employment and assistance [i.e., GA] file number) and data about the clients' requests for reconsideration and appeal (dates, status, worker, reconsideration number assigned by RAS, reconsideration or appeal category, and the final decision for each reconsideration or appeal).

On December 12, 2003, RAS superseded the Health Assistance Reconsideration Unit (HARU) database and various simple tracking systems, including the Appeals Tracking System. All the data from these systems has been transferred to RAS.

Inputs, Processes, and Outputs

Inputs

Regional staff initiate reconsideration requests and forward them to either health reconsideration branch staff or to regional reconsideration staff. RAS accesses the Ministry Information System (MIS) for client's personal and contact information (for the MIS information system overview [ISO], see ISO section). Health reconsideration and regional reconsideration staff and appeals unit staff update all other reconsideration and appeal data.

Processes

RAS tracks the status and progress of reconsiderations and appeals by client, region, individual request, and category of reconsideration or appeal. RAS also transfers reconsideration requests between offices and tracks the due dates for each file.

Outputs

RAS outputs consist of pre-established and ad hoc statistical reports according to any parameter contained within the database (e.g., status, client groupings, types of reconsiderations and appeals, dates, region).

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
10600-35	Client reconsideration and appeal data files

Inputs

Secondary No.	Secondary Title
10600-30	Client reconsideration and appeal analysis case files
10600-40	Non-regional client appeal case files
10600-50	Non-regional client reconsideration case files
10600-80	Regional client appeal case files
10600-90	Regional client reconsideration case files

RAS accesses the MIS for some client data.

Outputs

Secondary No.	Secondary Title
10600-30	Client reconsideration and appeal analysis case files
10600-40	Non-regional client appeal case files
10600-50	Non-regional client reconsideration case files
10600-60	Reconsideration and appeal project case files
10600-70	Reconsideration and appeal trend analysis case files
10600-80	Regional client appeal case files
10600-90	Regional client reconsideration case files

Statistical reports produced by RAS are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Management Services Division
Financial and Administrative Services Branch (FASB)
Financial Operations

System Title

Seniors' Supplement System

Purpose

The purpose of the Seniors' Supplement System is to calculate, record, track, and report on supplementary payments made to eligible clients. It also tracks overpayments to clients.

Information Content

The Seniors' Supplement System is a VAX database that contains client data (name, past and present addresses, contacts, age, comments, Social Insurance Number and the federal identification number) and financial data (dates, payment address, rates, adjustments, deposits, payment status, cheque, batch and journal voucher numbers and type of payment [i.e., electronic fund transfer (EFT) and cheque]). It also holds information about financial institutions (e.g., bank and transit number, and contact information) and overpayments (e.g., dates, amounts, and status).

The Seniors' Supplement System began operating in 1996 and contains data dating back to August of 1995.

Inputs, Processes, and Outputs

Inputs

Financial operations staff input all the data, except for automated data file inputs. Data files are inputted from the following: Vital Statistics to identify deceased clients; Old Age Security Division, Human Resources Development Canada (HRDC) for federal payment data; and Corporate Accounting System (CAS) with cheque reconciliation data.

Processes

The Seniors' Supplement System tracks the status and balance of client payments. It also analyzes the federal payments and calculates the allowable payments.

Outputs

The Seniors' Supplement System outputs consist of statistical reports, client and payment information. It also sends cheque requisition information to CAS.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30700-25	Seniors' supplement client data files

Inputs

Secondary No.	Secondary Title
30700-20	Seniors' supplement client case files

Outputs

Secondary No.	Secondary Title
30700-20	Seniors' supplement client case files

Statistical reports are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Regional Services Division
Service Delivery Supports

System Title

Service Review Tracking System (SRTS)

Purpose

The purpose of SRTS is to record and track service quality complaints and comments from clients. SRTS assists staff in responding to clients and also allows for trend analysis and service quality reviews of programs and services.

Other inquiries and complaints are handled through the Executive Call Tracking System (Call Trak). Reconsiderations and appeals are handled through the Reconsiderations and Appeals System (RAS). For more information on Call Trak or RAS, see the information system overview (ISO) section.

Information Content

SRTS is an internet based Oracle database that contains data about the complaint (e.g., status, number, date, office involved, category and description, program or service and outcome) and the complainant (e.g., name, birth date, contact information, client file number and Social Insurance Number).

Inputs, Processes, and Outputs

Inputs

Regional staff input the data into SRTS, except for information inputted from the Management Information System (MIS). For more information on the MIS, see the ISO section.

Processes

SRTS tracks service quality complaints.

Outputs

SRTS outputs consist of pre-established and ad hoc statistical reports and reports related to the progress of the client's complaint.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

	Secondary No.	Secondary Title
Inputs	10100-35	Service quality client data files

	Secondary No.	Secondary Title
	10100-30	Service quality client case files

Data is also gathered from the MIS.

Outputs

	Secondary No.	Secondary Title
	10100-30	Service quality client case files

Statistical reports produced by SRTS are classified under *ARCS* primaries 440 to 448.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Division

System Title

Skills, Training and Accountability Registry (STAR)

Purpose

STAR facilitates the management of some employment initiatives and the financial management of clients and direct and indirect training program costs. Direct costs are benefits paid directly to or on behalf of a client who is participating in training, while indirect costs are costs related to a client's participation in a particular program. STAR also provides assistance for managing caseloads, client compliance and program planning.

For other employment initiative databases, see the information system overviews for the Training for Jobs (TFJ) System, the Employment Program for Persons with Disabilities (EPPD) System, the Bridging Employment Program (BEP) System and the Job Placement Program (JP) System.

Information Content

STAR is an Oracle-based database that contains data about clients, their involvement with the training programs and the service providers. Client data includes personal information (name, address and contact information, date of birth, Social Insurance Number, and the client's income assistance number), financial information (past and present, direct and indirect costs), and information about the clients' participation in the program (dates, status and compliance, appeal, type of client, region, caseload number, alerts, comments and name of program[s]). Information about the service provider includes the supplier's information (name, address and contact information) and the ministry/provider's financial information (invoices, cheque requisitions, history, authorizations). A program's financial information includes the provincial, regional and administrative area budgets, funding and payment approvals, expenditures, STOBs, and service lines.

STAR was implemented in June, 1998 and holds data dating back to April, 1989. The system is being decommissioned and data is no longer being added to it as of June 30, 2004.

Inputs, Processes, and Outputs

Inputs

Regional staff perform all inputs to the STAR based on information collected from the service providers' reports and service coordinators funding approvals.

STAR is updated by MIS monthly.

Processes

STAR tracks the progress and status of clients and validates funding approvals. It summarizes direct and indirect costs. It performs a bring forward function for caseload workers.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Outputs

STAR outputs consist of pre-established program reports, financial and statistical reports and customized reports which may be created according to any parameters contained within the database (e.g., client demographics, dates, and service providers). Program reports include client specific reports, client service reports and caseload reports.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30400-25	Employment service client data files

Inputs

Secondary No.	Secondary Title
1070-20	Contract case files
30400-20	Employment service client case files

MIS updates the STAR monthly.

Outputs

Secondary No.	Secondary Title
1070-20	Contract case files
30400-20	Employment service client case files
30000-20	Client benefit case files

Financial reports are classified in *ARCS* section four.
Statistical reports are classified under *ARCS* primaries 440 to 448.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency

Ministry of Human Resources
Employment and Labour Market Development Division
Employment Initiatives Branch

System Title

Training for Jobs (TFJ) System

Purpose

The purpose of the TFJ system is to record, track, and report on the progress of clients enrolled in the Training for Jobs (TFJ) program and to confirm client eligibility for continued BC Employment and Assistance.

Information Content

The TFJ system is a web-based database that contains client data (name and contact information, age, region, Social Insurance Number, TFJ number, and the clients' Employment and Assistance or "GA" file number), data about the clients' participation in TFJ (dates, status and service provider) and data about the clients' employment history (employer, wage rate, hours and city). Information about the service provider includes course information, the payment information and the user ids used by the service provider to access the TFJ system.

Inputs, Processes, and Outputs

Inputs

Employment initiative staff initiate the client file through the Management Information System (see MIS information system overview [ISO] section). The MIS updates the TFJ system nightly and creates any new client files. Service providers use an internet connection to input data about the clients into the TFJ system.

Processes

The TFJ system tracks the progress and status of a client enrolled in TFJ and calculates the payment due to a service provider based on the enrolment and the progress of the clients.

Outputs

TFJ system outputs consist of statistical reports according to most parameters contained within the database (e.g., client demographics, dates, and service providers). It also creates service provider invoices according to milestones reached by TFJ clients. The TFJ system updates the MIS nightly. Performance tracking reports monitor the TFJ program as well as individual service providers.

Technical Maintenance

Electronic records are maintained on the system until their retention period is complete. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

The electronic system is routinely backed up in accordance with ministry policy and with special schedule 112910 in the *ARCS* manual.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
30400-25	Employment service client data files

Inputs

Secondary No.	Secondary Title
30400-20	Employment service client case files

The MIS updates the TFJ system nightly.

Outputs

Secondary No.	Secondary Title
ARCS 925-20	Accounts payable
ARCS 1070-20	Contract case files
10700-20	Program evaluation project files
30400-20	Employment service client case files
30000-20	Client benefit case files

Statistical reports are classified under *ARCS* primaries 440 to 448.
The TFJ system nightly updates the MIS.

Other Related Records

- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

Name of Creating Agency

Ministry of Human Resources
Policy and Research Division
Planning, Performance and Data Services Branch (PPDSB)

Web Site Title and URL

Management Analysis and Reporting System (MARS) web site; mars.mhr.gov.bc.ca

Purpose

The purpose of the MARS web site is to provide an intranet based repository of integrated corporate information presented in a series of subject specific web-accessible 'Data Marts'. A Data Mart presents a number of subject or program related reports. Reports presented on the MARS web site are created using off-the-shelf software and data recorded in the Corporate Data Warehouse. For more information on the Corporate Data Warehouse, see the information overview section.

MARS provides a consistent format for reporting performance measurement, performance forecasting and program planning information to executive and support staff throughout the ministry. MARS is also used by field staff for case and workload planning.

Information Content

The MARS web site contains:

- caseload management reports for ministry programs and services;
- program performance measures for ministry programs and services;
- and statistics and reports for ministry programs and services.

Web Site Features

Features of the MARS web site include:

- a geographical link between the reports and the Local Health Areas;
- the ability to export reports to excel spreadsheets;
- security features allow precise restrictions to reports;
- and links to related BC Employment and Assistance web sites (e.g., Policy and Procedures Manual, legislation and regulations) and to other Government of British Columbia web sites.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification and Scheduling

Records are maintained on the web site as long as appropriate. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

Web Site

Secondary No.	Secondary Title
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10000-02	MARS web site
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Records on the Web Site

Secondary No.	Secondary Title
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ARCS 440 to 448	REPORTS AND STATISTICS
10700	Program evaluation project files
30500-03	Family maintenance reports

NOTE: Detection and investigation statistical reports (secondary 10500-05) are not produced by or stored on MARS.

Other Related Records

- For administrative records relating to the web site, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For other web site related records, see *ARCS* primary 340.
- For web site development, implementation and maintenance, see *ARCS* primary 6450.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

Name of Creating Agency

Ministry of Human Resources
Deputy Minister's Office

Web Site Title and URL

Ministry of Human Resources internet web site; www.gov.bc.ca/mhr

Purpose

The purpose of the Ministry of Human Resources web site is to provide public internet access to information about the ministry's policies, programs and services. It also provides access to some electronic services.

Information Content

The Ministry of Human Resources internet web site contains:

- policies and procedures;
- publications, brochures, articles and speeches;
- ministry service plans, annual reports and mission statements;
- and statistics and graphs.

Web Site Features

Features of the Ministry of Human Resources internet web site include:

- web site search capabilities;
- access to ministry news releases;
- access to electronic services such as the Online Web Orientation, the Income Assistance Estimator and the Child Care Subsidy Estimator;
- ministry contacts, organization charts, regional maps and locations of Employment and Assistance Centres (EACs);
- and links to related web sites (e.g., ministry partnership agencies, federal and provincial employment and social services agencies, job search and employment sites, relevant government legislation and news releases, provincial statistics and facts) and to other Government of British Columbia web sites.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification and Scheduling

Records are maintained on the web site as long as appropriate. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

Web Site

Secondary No.	Secondary Title
10000-03	Ministry internet web site

Records on the Web Site

Secondary No.	Secondary Title
ARCS 105-02	Ministry organization
ARCS 105-20	Branch, region and district organization and responsibilities
ARCS 135-45	Ministry legislation
ARCS 295-05	Biographical sketches
ARCS 304-20	Articles
ARCS 312-20	Ministry publications
ARCS 320-40	Ministry information resource and reference files
ARCS 324-30	Minister's speeches
ARCS 324-40	Ministry staff lectures and speeches
ARCS 330-20	News releases
ARCS 400-08	Business planning
ARCS 400-09	Mission statements
ARCS 440 to 448	REPORTS AND STATISTICS
ARCS 858-13	Telephone/contact lists
10500-00	Policies and procedures
10600-00	Policies and procedures
10700-02	Social policy - approved
30200-00	Policies and procedures
30300-00	Policies and procedures
30400-00	Policies and procedures

Other Related Records

- For administrative records relating to the web site, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For the development of client services web pages, see secondary 10400-20.
- For other web site related records, see *ARCS* primary 340.
- For web site development, implementation and maintenance, see *ARCS* primary 6450.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

Name of Creating Agency

Ministry of Human Resources
Deputy Minister's Office

Web Site Title and URL

Ministry of Human Resources intranet web site; icw.mhr.gov.bc.ca

Purpose

The purpose of the Ministry of Human Resources intranet web site is to provide internal intranet access to information about the ministry's policies, programs and services. It also provides access to some electronic services.

Information Content

The Ministry of Human Resources intranet web site contains:

- policies and procedures;
- committee activities;
- minister's messages;
- Q & A documents, and library material;
- employee recognition program, performance planning, training, and health and safety;
- ministry contracts and suppliers lists;
- changes to ministry databases and systems (IT development projects);
- and statistics and reports for ministry programs, services, computer systems and web sites.

Web Site Features

Features of the Ministry of Human Resources intranet web site include:

- access to electronic tools such as the Online Web Orientation Validator;
- access to ministry news releases;
- and links to related web sites (e.g., employee training opportunities), to the Ministry of Human Resources internet web site, to the Management Analysis and Reporting System (MARS) web site and to other Government of British Columbia web sites.

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required under the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

Classification and Scheduling

Records are maintained on the web site as long as appropriate. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

Web Site

Secondary No.	Secondary Title
10000-04	Ministry intranet web site

Records on the Web Site

Secondary No.	Secondary Title
ARCS various-00	Policies and procedures
ARCS 105-02	Ministry organization
ARCS 105-20	Branch, region and district organization and responsibilities
ARCS 200 to 206	COMMITTEES
ARCS 280-40	Executive issues
ARCS 295-20	Ministry current issues and projects
ARCS 320-40	Ministry information resource and reference files
ARCS 324-30	Minister's speeches
ARCS 330-20	News releases
ARCS 358-20	Library materials
ARCS 440 to 448	REPORTS AND STATISTICS
ARCS 858-13	Telephone/contact lists
ARCS 1060-03	Contract register
ARCS 1310	AWARDS AND HONOURS
ARCS 1460	HEALTH AND SAFETY
ARCS 1605-03	Full-time equivalent (FTE) availability and utilization
ARCS 1730	TRAINING AND DEVELOPMENT
ARCS 6450-20	IT development projects
ARCS 6900 to 6940	REPORTS AND STATISTICS
10500-00	Policies and procedures
10600-00	Policies and procedures
10700-02	Social policy - approved
30200-00	Policies and procedures
30300-00	Policies and procedures
30400-00	Policies and procedures

Other Related Records

- For administrative records relating to the web site, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For other web site related records, see *ARCS* primary 340.
- For web site development, implementation and maintenance, see *ARCS* primary 6450.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

APPENDIX B: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
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This concordance table is intended as a general guide for transition between the old and new versions of this *ORCS*.

Section 1	SOCIAL SERVICES			
10500	FRAUD DETECTION AND INVESTIGATION			
-09, -20 and -25	VARIOUS	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05
Section 2	CLIENT BENEFITS			
30000	CLIENT BENEFITS – GENERAL			
30000-35	Sponsorship default case files	New	SO+1y/6y/DE	2008/05/28
30200	CHILD CARE SERVICES	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05
30300	EMERGENCY SOCIAL SERVICES	Superseded in 2014/04/10 by the <i>Emergency Management Services ORCS</i> , Schedule 120776, primary 68720.	N/A	2014/04/10

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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APPENDIX B: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
ISOs				
N/A	Child Care Subsidy (CCS) ISO	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05
N/A	Child Care Subsidy Program (CCSP) ISO	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Records Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

SOCIAL SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

INDEX

This index provides an alphabetical guide to *ORCS* subject headings and relevant primary number(s). It should enable the user to locate the primary number(s) in which documents relating to a specific subject or function may be classified. It should also aid the user in retrieving, by subject, documents which have been classified and filed.

Employees responsible for records classification should use this index as a means of access to the contents of *ORCS*. Once they have located what appear to be relevant index entries for a given subject, they should refer to the primary or primaries listed in order to determine which is the correct classification and also to determine the correct secondary. Often, the primary scope notes will clarify whether or not a document should be classified in a given primary. Primary scope notes should be read carefully as they delineate a primary's subject and content.

This index contains an alphabetical listing of:

- a) all keywords which appear in primary titles;
- b) all keywords which appear in secondary titles;
- c) keywords which appear in primary scope notes;
- d) common synonyms for indexed keywords; and
- e) common abbreviations.

Cross-references:

"See" references indicate that the subject heading sought is indexed under an alternate entry (a more appropriate keyword, a full or official name, etc.).

"See also" references are used when additional information can be found in another entry.

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- A -	
ACCOMMODATION EXTENSIONS	30600
AD HOC REPORTS	ARCS 440-25
- Fraud	10700
ADVICE, SOCIAL POLICY	17700
ALLEGATIONS, FRAUD	10500
AMENDMENT	
- Programs	10700
- Social Policy	10700
ANNUAL REPORTS	ARCS 442
APPEALS	
- Non-regional Client	10600
- Regional Client	10600
- Tracking System	10600
- Tribunal, Summary of Decisions	10600
APPOINTMENT AND ENQUIRY FORMS	30000
ARTICLES, EMERGENCY INCIDENT	30300
AUTOMATED NUMBER INFORMATION TABLE	schedule 102902
- B -	
BATCHES	
- Bus Pass Payment and Application Batches	30100
- Dental Billings	ARCS 925
- Electronic Fund Transfer (EFT)	schedule 102902
BC BENEFITS	
- Appeal Board	10600
- Client File	30000
BC BUS PASS SYSTEM	30100
BC EMPLOYMENT AND ASSISTANCE (BCEA) MANUAL	10700
BEP (BRIDGING EMPLOYMENT PROGRAM)	30400

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
BILLING ADVISORY REPORT	ARCS 1070
BRIDGING EMPLOYMENT PROGRAM (BEP)	30400
BRIEFING NOTES	ARCS 280
BURIALS	
- Clients	30000
- Indigent	30600
BUS PASS SUBSIDY	30100
- Client Correspondence	30100
- Payment and Application Batches	30100
BUSINESS PERFORMANCE	10700
- C -	
CALL SHEETS	
- Customer Inquiry	10100
- One Time	schedule 102902
CALL TRAK (EXECUTIVE CALL TRACKING SYSTEM)	10100
CARE ANALYSIS TRACKING SYSTEM (CATS)	40000
CASELOAD MANAGEMENT REPORTS	ARCS 440
- Family Maintenance	30500
- Fraud	10500
CATS (CARE ANALYSIS TRACKING SYSTEM)	40000
CDW (CORPORATE DATA WAREHOUSE)	10200
CHEQUES	
- Client Signed	10500
- Status Table	schedule 102902
CJS (CONFIRMED JOB SUPPLEMENT)	30400
CLIENT FILES	
- Approved PWD Designation	40300
- Benefits	30000
- Benefits No Case Made	30000
- Bus Pass	30100
- Denied PWD Designation	40300
- Dental Supplement	40100
- Dental Van	40100
- Employment Service	30400

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- Family Maintenance	30500
- Hearing Equipment Supplement	40500
- Medical Equipment Supplement	40500
- Medical Supply Supplement	40600
- Miscellaneous Communications	10100
- Monthly Nutritional Supplement (MNS)	40700
- Optical Supplement	40400
- Orthodontic Supplement	40100
- Orthotic Equipment Supplement	40500
- Reconsiderations and Appeals	10600
- Sponsorship Default	30000
- Seniors' Supplement	30700
- Therapy Supplement	40900
CLIENT INFORMATION - MICROGRAPHIC	10500
CLIENT MAIL RETURNED (ELECTRONIC CLIENT SERVICES)	10400
CLIENT ORIENTATION	30400
CLIENT RELATIONS TRACKING (PHONE AND MAIL LOGS)	10100
CLIENT SERVICES ELECTRONIC	10400
CLIENT SIGNED CHEQUE STUBS	10500
COLLEGE OF DENTAL SURGEONS NOTICES	40100
COMMITTEES	ARCS 200 to 206
COMPLIANCE REVIEWS PROJECTS	10500
CONFIRMED JOB SUPPLEMENT (CJS)	30400
CONTACT LISTS	ARCS 858
CONTRACT MANAGEMENT	ARCS 1070
CORPORATE DATA WAREHOUSE (CDW)	10200
CORRESPONDENCE	
- Clients	30000
- Dentist/Denturist	40100
- Executive	ARCS 280
- Miscellaneous Clients	10100
CREDIT RATING EQUIFAX	10500
CUSTOMER INQUIRY	10100

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SUBJECT HEADINGSPRIMARY NUMBERS

- D -

DAR (DENTAL ADDRESS REGISTRY)	40100
DATABASES (see also Information Overview Section)	
- Appeals Tracking System	10600
- Dental Address Registry	40100
- Dental van database	40100
- Employment service – suppliers' client databases	30400
- GAIN research	10200
- Health Benefits Application Tracking	40300
- Social Policy Progress Tracking Systems	10700
- Sponsorship Debt	10200
DATA MANAGEMENT	10200
DATA CHANGE REQUESTS	10200
DATA MATCHES	
- Development of	10700
- Fraud	10500
- Seniors' Supplement	schedule 102902
DATA REQUESTS	10200
DB1 (DISABILITY BENEFITS LEVEL 1) CLIENT FILE	40300
DB2 (DISABILITY BENEFITS LEVEL 2) CLIENT FILE	40300
DEBT RECOVERY	10300
DECISIONS	
- Summary of Appeal Tribunal	10600
- Judicial	ARCS 350
- Legal	ARCS 350
DENTAL ADDRESS REGISTRY (DAR)	40100
DENTAL	
- Batched Billings	ARCS 925
- Fee Guides	40100
DENTAL SUPPLEMENT CLIENT FILES	40100
DENTAL VAN CLIENT FILES	40100
DENTIST	
- Correspondence	40100
- Suspensions of	40100

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
DENTURIST CORRESPONDENCE	40100
DETECTION (see FRAUD)	
DEVELOPMENT	
- Data Matches	10700
- Electronic Client Services Web Pages	10400
- Emergency Incident Debriefing	30300
- Information Technology Projects	ARCS 6450
- Internet Application	ARCS 6450
- Legislation and Regulation	ARCS 140
- Programs	10700
- Response Plan	30300
- Social Policy	10700
- Web Site	ARCS 6450
DIET ASSISTANCE PROGRAM	30000
DISABILITY	
- Designations	40300
- Disability Benefits Level 1 (DB1)	40300
- Disability Benefits Level 2 (DB2)	40300
- Supports	30400
- E -	
EA (EMPLOYMENT AND ASSISTANCE)	
EAAT (EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL)	10600
EFT (ELECTRONIC FUND TRANSFER) BATCHES	schedule 102902
ELECTRONIC CLIENT SERVICES	10400
ELECTRONIC FUND TRANSFER (EFT) BATCHES	schedule 102902
ELECTRONIC PURCHASE ORDERS	30000
ELIGIBLE CLIENTS' DATA FILE	schedule 102902
EMERGENCY INCIDENT	
- Articles	30300
- Debriefing Development	30300
- Information	30300
- Newspaper Clippings	30300
EMERGENCY SOCIAL SERVICES (ESS)	30300
- Tool Kit	30300

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
EMPLOYABILITY SKILLS	30400
EMPLOYMENT AND ASSISTANCE (EA)	
- Appeal Tribunal (EAAT)	10600
- Client File	30000
EMPLOYMENT PROGRAM FOR PERSONS WITH DISABILITIES (EPPD)	30400
EMPLOYMENT SERVICES AND PROGRAMS	30400
- Client Files	30400
- Policies and Procedures	30400
- Suppliers' Client Databases	30400
ENGLISH AS A SECOND LANGUAGE (ESL)	30400
EPPD (EMPLOYMENT PROGRAM FOR PERSONS WITH DISABILITIES)	30400
EQUIFAX	
- Credit Rating	10500
- Invoice	ARCS 925
ESL (ENGLISH AS A SECOND LANGUAGE)	30400
ESS (EMERGENCY SOCIAL SERVICES)	30300
EVALUATION	
- Programs	10700
- Social Policy	10700
EXECUTIVE CALL TRACKING SYSTEM (CALL TRAK)	10100
EXECUTIVE CORRESPONDENCE	ARCS 280
EXTENSIONS, ACCOMMODATION	30600
EYE EXAMS AND EYEGLASSES	40400
- F -	
FAMILY MAINTENANCE ASSISTANCE	30500
- Caseload Management Reports	30500
- Client Files	30500
- Client No Case Made Files	30500
- Reports	30500
- Tracking	30500

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
FIELD GUIDE	
- Emergency Social Services	30300
- Social Policy	10700
FILE TRACKING LEDGER, FRAUD INVESTIGATIONS	10500
FRAUD DETECTION AND INVESTIGATION	10500
- Allegation Ledger	10500
- Caseload Management Reports	10500
- File Tracking Ledger	10500
- Referral Ledger	10500
- Regional Information Package (InfoPak)	10500
- Statistical Reports	10500
- Unfounded Allegations and Complaints	10500
FUNERALS (see also BURIALS)	
- Expenses	ARCS 925
- Recovery of Expenses	ARCS 935
- G -	
G DOCUMENTS	30000
GA CLIENT FILE	30000
GAIN CLIENT FILE	30000
GAIN RESEARCH DATABASES	10200
GUIDELINES (see POLICY)	
- H -	
HBAT (HEALTH BENEFITS APPLICATION TRACKING)	40300
HEALTH BENEFITS APPLICATION TRACKING (HBAT)	40300
HEALTH RECONSIDERATIONS AND APPEALS	10600
HEALTH SUPPLEMENT SERVICES	40000
HEARING EQUIPMENT SUPPLEMENT RECOMMENDATION CLIENT FILES	40500

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SUBJECT HEADINGSPRIMARY NUMBERS

- I -

IMPLEMENTATION

- Programs	10700
- Social Policy	10700
- Web Site	ARCS 6450

INDIGENT SERVICES

- Burials	30600
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INFOPAK (REGIONAL FRAUD INVESTIGATION INFORMATION PACKAGE)

10500

INFORMATION TECHNOLOGY DEVELOPMENT PROJECTS

ARCS 6450

INQUIRY, CUSTOMER

10100

INTERNET (see also WEB PAGES)

- Application Development	ARCS 6450
- Web Site	10000

INTERPRETATION, SOCIAL POLICY

10700

INTRANET (see also WEB PAGES)

- Application Development	ARCS 6450
- Web Site	10000

INVESTIGATION (see also FRAUD)

- Fraud File Tracking Ledger	10500
- Ombudsman's	ARCS 155

- J -

JOB PLACEMENT PROGRAM (JP)

30400

JOBS PARTNERSHIP PROGRAM (JPP)

30400

JP (JOB PLACEMENT PROGRAM)

30400

JPP (JOBS PARTNERSHIP PROGRAM)

30400

JUDICIAL DECISIONS AND REVIEWS

ARCS 350

- K -

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SUBJECT HEADINGSPRIMARY NUMBERS

- L -

LEDGER

- Fraud Allegation	10500
- Fraud Investigations File Tracking	10500
- Fraud Referral	10500

LEGAL OPINIONS AND DECISIONS

ARCS 350

LEGISLATION

- Development	ARCS 140
- Ministerial	ARCS 135
- Provincial	ARCS 125

LIBRARY MATERIALS

ARCS 358

LIAISON

- Ministries, Agencies or Jurisdictions	ARCS 230 to 245
- Support Organization (Emergency Social Services)	30300

- M -

MAIL LOGS

- Client Relations Tracking	10100
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MAINTENANCE ORDER

30500

MAINTENANCE, WEB SITE

ARCS 6450

MANAGEMENT ANALYSIS AND REPORTING SYSTEM (MARS)

10000

MANAGEMENT INFORMATION SYSTEM (MIS)

30000

- Central Registry	30000
- Compliance Review	10500
- Family Maintenance Program (MIS FM)	30500
- Investigations (MIS IN)	10500
- Purchase Authorization	30000

MARS (MANAGEMENT ANALYSIS AND REPORTING SYSTEM)

10000

MEDICAL EQUIPMENT SUPPLEMENT CLIENT FILES

40500

MEDICAL SUPPLY SUPPLEMENT CLIENT FILES

40600

MERLIN REACH BACK

30000

MIS (MANAGEMENT INFORMATION SYSTEM)

30000

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
MNS (MONTHLY NUTRITIONAL SUPPLEMENTS)	40700
- Client Files	40700
MONTHLY REPORTS	ARCS 444
- Family Maintenance	30500
- Fraud	10500
- N -	
NEWSPAPER CLIPPINGS, EMERGENCY INCIDENT	30300
NO CASE MADE	
- Client Benefit	30000
- Family Maintenance Client Files	30500
NON-REGIONAL CLIENT APPEAL AND RECONSIDERATION FILES	10600
NUTRITIONAL PRODUCTS REQUEST TRACKING SHEET	40700
- O -	
OMBUDSMAN'S INVESTIGATIONS	ARCS 155
OPERATION CENTRE PLAN	30300
OPERATIONS MANUAL RECONSIDERATIONS AND APPEALS	10600
OPINIONS, LEGAL	ARCS 350
OPTICAL SUPPLEMENT CLIENT FILES	40400
ORDERS IN COUNCIL	ARCS 135
ORTHODONTICS	
- Client Files	40100
- Fee Guides	40100
ORTHOTIC EQUIPMENT SUPPLEMENT CLIENT FILES	40500
- P -	
PACIFIC BLUE CROSS SYSTEM (PBCS)	40100
- Contract Files	ARCS 1070
- Dental Claims Details Reports	ARCS 444
- Optical Claims Details Reports	ARCS 440

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
PCE (PREVENTION, COMPLIANCE AND ENFORCEMENT) (see FRAUD)	
PERFORMANCE PROJECTS AND SURVEYS	10700
PERSONS WITH DISABILITIES (PWD)	40300
- Client Files Designation Approved	40300
- Client Files Designation Denied	40300
PERSONS WITH PERSISTENCE MULTIPLE BARRIERS (PPMB)	40300
PES (PRE-EMPLOYMENT SERVICES)	30400
PLANS	
- Operation Centre	30300
- Radio Communication	30300
- Response	30300
POLICIES	10700
- Emergency Social Services	30300
- Employment Programs	30400
- From Other Jurisdictions	ARCS 358
- Fraud	10500
- Reconsiderations and Appeals	10600
PPMB (PERSONS WITH PERSISTENCE MULTIPLE BARRIERS)	40300
PRE-EMPLOYMENT SERVICES (PES)	30400
PREVENTION, COMPLIANCE AND ENFORCEMENT (PCE) (see FRAUD)	
PRIOR CONTACT REPORT	30000
PROCEDURES	10700
- Emergency Social Services	30300
- Employment Programs	30400
- Fraud	10500
- Reconsiderations and Appeals	10600
PROGRAMS	10700
- Amendment	10700
- Approval	10700
- Descriptions	10700
- Development	10700
- Employment Services Operations	30400

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- Implementation	10700
- Performance	10700
- Service Quality Reviews	10700
PROJECTS	
- Business Performance	10700
- Compliance Proposal	10500
- Information Technology	ARCS 6450
- Internet Application Development	ARCS 6450
- Reconsideration and Appeal	10600
- Web Site Development, Implementation and Maintenance	ARCS 6450
PSTP (PUBLIC SERVICE TRAINING PROGRAM)	30400
PUBLIC COMMUNICATIONS, MISCELLANEOUS	10100
PUBLIC RELATIONS ESS TOOL KIT	30300
PUBLIC SERVICE TRAINING PROGRAM (PSTP)	30400
PWD (PERSONS WITH DISABILITIES)	40300
- Q -	
QUESTIONNAIRES	
- Programs	10700
- Social Policy	10700
- R -	
RADIO COMMUNICATION PLAN	30300
RAS (RECONSIDERATIONS AND APPEALS SYSTEM)	10600
RATE TABLES	10700
- Dental and Orthodontics Fee Guides	40100
RCMP REQUESTS FOR CLIENT INFORMATION	ARCS 292
RECONSIDERATION AND APPEAL	
- Non-Regional Client	10600
- Projects	10600
- Regional Client	10600
- Training and Operations Manuals	10600

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- Trend Analysis	10600
RECONSIDERATIONS AND APPEALS SYSTEM (RAS)	10600
RECORD OF EXTENSION	30600
RED CROSS	30300
REFERENCE MATERIALS	ARCS 358
REFERRAL LEDGER, FRAUD	10500
REGIONAL CLIENT FILE	
- Appeal	10600
- Reconsideration	10600
REGIONAL FRAUD INVESTIGATION INFORMATION PACKAGE (INFOPAK)	10500
REGULATIONS	ARCS 135
REPORTS	
- Ad Hoc	ARCS 440
- Annual	ARCS 442
- Caseload Management Reports (see CASELOAD MANAGEMENT REPORTS)	
- Monthly	ARCS 444
- PBCS Dental Claims Details	ARCS 444
- PBCS Optical Claims Details	ARCS 440
- Situation, ESS	30300
- Statistical	ARCS 440 to 448
- Programs	10700
RESPONSE PLAN, ESS	30300
RETURNED CLIENT MAIL (ELECTRONIC CLIENT SERVICES)	10400
REVIEWS, JUDICIAL	ARCS 350

- S -

SALVATION ARMY	30300
SELF-EMPLOYMENT SERVICE (SES)	30400
SELF-EMPLOYMENT TRAINING (SET)	30400

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
SENIORS' SUPPLEMENT	30700
- Client Files	30700
- Data Match	schedule 102902
- System	30700
SERVICE QUALITY	10100
- Reviews of Ministry Programs	10700
SERVICE REVIEW TRACKING SYSTEM (SRTS)	10100
SES (SELF-EMPLOYMENT SERVICE)	30400
SET (SELF-EMPLOYMENT TRAINING)	30400
SITUATION REPORTS, ESS	30300
SKILLS, TRAINING ACCOUNTABILITY REGISTRY (STAR)	30400
SOCIAL POLICY	10700
- Amendment	10700
- Approval	10700
- Development	10700
- Implementation	10700
- Progress Tracking Systems	10700
SPECIAL DATA REQUESTS	10200
SPONSORSHIP DEBT DATABASES	10200
SPONSORSHIP DEFAULTS	30000
SRTS (SERVICE REVIEW TRACKING SYSTEM)	10100
ST. JOHN AMBULANCE	30300
STANDARDS (see POLICY)	
STAR (SKILLS, TRAINING ACCOUNTABILITY REGISTRY)	30400
STATISTICAL REPORTS	ARCS 440 to 448
- Fraud	10500
- Reconsiderations and Appeals	10600
SUMMARY OF APPEAL TRIBUNAL DECISIONS	10600
SUPPLIERS' CLIENT DATABASES, EMPLOYMENT SERVICE	30400
SUPPORT ORGANIZATION LIAISON	30300

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
SURVEYS	
- Business Performance	10700
- Programs	10700
- Social Policy	10700
SUSPENSIONS OF DENTISTS	40100
- T -	
T5-007 TAX FORM DATA FILE	schedule 102902
TAX FORM T5-007 DATA FILE	schedule 102902
TELEPHONE	
- Client Relations Tracking Logs	10100
- Contact Lists	ARCS 858
TEST, ESS RESPONSE PLAN	30300
TFJ (TRAINING FOR JOBS)	30400
- ESL (English as a Second Language)	30400
THERAPY SUPPLEMENT CLIENT FILES	40900
TOOL KIT	
- Emergency Social Services	30300
- Programs	10700
- Social Policy	10700
TRAINING FOR JOBS (TFJ)	30400
- English as a Second Language (ESL)	30400
TRAINING MANUAL RECONSIDERATIONS AND APPEALS	10600
TRANSITORY DATA FILES	schedule 102902
TREND ANALYSIS RECONSIDERATION AND APPEAL	10600
- U -	
UNFOUNDED FRAUD ALLEGATIONS AND COMPLAINTS	10500

This draft records schedule has NOT been approved under the provisions of the *Document Disposal Act* (RSBC 1996, c. 99) and DOES NOT constitute authority for disposition. Corporate Records Management Branch reviews and approves all records retention and disposition recommendations before an *ORCS* is sent for legislative approval, as required in the *Document Disposal Act*. For information regarding this *ORCS*, contact your Records Officer.

<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- V -	
VOCATIONAL REHABILITATION SERVICES (VRS)	30400
VOLUNTEERS	ARCS 1775
VOUCHER BOOKLETS	30000
VRS (VOCATIONAL REHABILITATION SERVICES)	30400
- W -	
WEB SITE/WEB PAGES	
- Development (Electronic Client Services)	10400
- Development, Implementation and Maintenance	ARCS 6450
- Electronic Client Services Web Pages	10400
- Internet	10000
- Intranet	10000
- MARS	10000
WORK CONNECTIONS	30400
WORKING GROUPS (unless part of a specific project)	ARCS 200 to 206
WORKPLACE-BASED TRAINING	30400
- X -	
- Y -	
- Z -	