

4. Can people see the personal information recorded about them in ICM?

Yes. Any individual can access their own personal information. Program staff can provide information on how to access or update personal information.

5. If personal information is incorrect, what can be done?

Accurate and complete information is necessary in providing individuals and their families with the appropriate services and supports. If personal information on record is incorrect, individuals should notify their local service office to provide the correct information.

6. There are a number of places to find out more about ICM and how it's protecting personal privacy:

- » Speak to program staff in your area.
- » Visit the ICM website at: www.integratedcasemanagement.gov.bc.ca.
- » The Office of the Information and Privacy Commissioner is available to look into the proper collection, use and disclosure of your personal information. More information is available on the website at: www.oipc.bc.ca.
- » For information about privacy legislation, please visit the Ministry of Labour, Citizens' Services and Open Government's website at: www.gov.bc.ca/citz/iao.

For more information visit the ICM website:

www.integratedcasemanagement.gov.bc.ca



Personal Information and Integrated Case Management



Integrated Case Management

The Integrated Case Management system (ICM) is a technical upgrade needed to support efficient delivery of vital social services to thousands of British Columbians.

ICM will replace the outdated computer systems currently used by the Ministries of Social Development and Social Innovation and Children and Family Development. The ministries are implementing ICM to support the delivery of key programs, including:

- » the Child Care Subsidy Program;
- » the BC Employment and Assistance Program;
- » Child and Family Services; and,
- » the Employment Program of British Columbia.

This new system will protect individuals' privacy, improve information sharing between social service ministries, and enable government to provide better, faster service. Information sharing will only occur where there is a need and authority to do so.

1. Why does government need a new system?

The main system that ICM is replacing is more than 30 years old and can no longer be maintained. The new system will provide better tools for front-line workers and others who deliver services. ICM will improve planning, service standards and appropriate information sharing across ministries. For clients, it means that documents and information will be better managed, so less time can be spent on administration and more time can be spent on getting the needed supports.

2. How will ICM protect a person's right to privacy?

Under the *Freedom of Information and Protection of Privacy Act*, government is responsible for all the personal information it collects. Personal information includes individual identifiers such as name, date of birth, address or case details.

By law, personal information must be protected and may only be shared in limited situations. In ICM, individual information will only be shared between appropriate parties as allowed by privacy laws and policies. For example, anyone receiving services from more than one program area will only have to provide personal information once.

Personal information is collected to determine eligibility for services or because the program or service requires it. Accurate and complete information will ensure every individual receives the services appropriate to their needs.

Subject to privacy rules, the ICM system allows information to be shared more securely and efficiently while also decreasing the use of fax and paper. Staff using ICM will have access only to the information that is necessary to do their jobs or deliver services. Government is committed to keeping all personal information safe and secure.

3. How and why is personal information being collected in ICM?

Personal information is collected either directly from the individual or indirectly from other sources, as allowed by privacy law. Government only collects the personal information needed to assess eligibility and deliver programs and services.

Some of the personal information collected may have more than one use. For example, information related to identity, income or family composition may be collected and appropriately shared with other program areas that use the ICM system.