

Allegations and Referrals

Allegations are reports of suspected error, abuse or fraud of the BC Employment and Assistance Program.

All allegations are tracked and monitored for review. Allegation reports are referred to investigative officers or ministry investigators for appropriate action.

To report fraud:

- » Fill out a Fraud Allegation Reporting Form online at www.sdsi.gov.bc.ca/factsheets/2004/fraud.htm

or

- » Call the Prevention and Loss Management Services office at 1-866-217-1117, Monday to Friday, 8:30 a.m. to 4:30 p.m. to speak directly with a ministry representative or after hours to leave a voicemail message.

Prevention and Loss Management Services

Our Objective:

Prevention and Loss Management Services (PLMS) assures the ministry and the citizens of British Columbia that integrity is upheld in the BC Employment and Assistance Program. PLMS works in partnership with stakeholders to ensure that assistance is provided only to those who are eligible.

Through a number of initiatives and strategies, PLMS monitors and manages compliance with the BC Employment and Assistance legislation. The PLMS Criminal Investigation Unit works to deter fraud by prosecuting serious offenders through the criminal or civil court system.

For More Information

Visit the ministry web site at:

www.gov.bc.ca/sdsi



Prevention and Loss Management Services



Ministry of
Social Development
and Social Innovation

Prevention and Loss Management Services

Prevention and Loss Management Services (PLMS) ensures the integrity of the BC Employment and Assistance (BCEA) Program. PLMS works with frontline service delivery and other divisions to support compliance with the BC Employment and Assistance legislation and encourage fiscal responsibility.

Service Delivery

Prevention and Loss Management Services is focused on:

- » **Prevention:** promoting confidence in the BCEA Program by designing, developing and implementing prevention and loss management strategies
- » **Compliance:** ensuring that assistance is provided only to those who are eligible by holding case reviews to assess eligibility
- » **Enforcement:** protecting ministry programs by preventing fraud, prosecuting serious criminal offences and imposing penalties

Our Staff

Headquarters

Analysts and members of the leadership team, in partnership with other ministry stakeholders, design, develop and implement strategies that support the integrity of the BC Employment and Assistance Program by:

- » supporting loss management throughout the ministry
- » negotiating information-sharing agreements
- » promoting continuous improvement and accountability
- » developing and delivering training

Investigative Officers

Investigative officers ensure that persons who are receiving assistance are eligible, and protect the integrity of the BC Employment and Assistance Program by:

- » conducting case reviews
- » interviewing clients and third parties
- » using third-party databases
- » determining appropriate actions on cases, including establishing debt
- » referring serious allegations of fraud for criminal investigation

Ministry Investigators

Ministry investigators are special provincial constables who investigate serious allegations of fraud by:

- » gathering evidence
- » interviewing clients and witnesses
- » preparing and executing search warrants and production orders
- » preparing reports to Crown Counsel
- » testifying in court

Administrative Fairness

Our employees maintain the highest service standards to ensure that all clients:

- » receive a clear explanation of decisions affecting them
- » have an opportunity to respond and provide information
- » know that the information provided will be considered in a fair manner
- » are advised, in writing, of decisions affecting their eligibility
- » are advised of their right to reconsideration or appeal