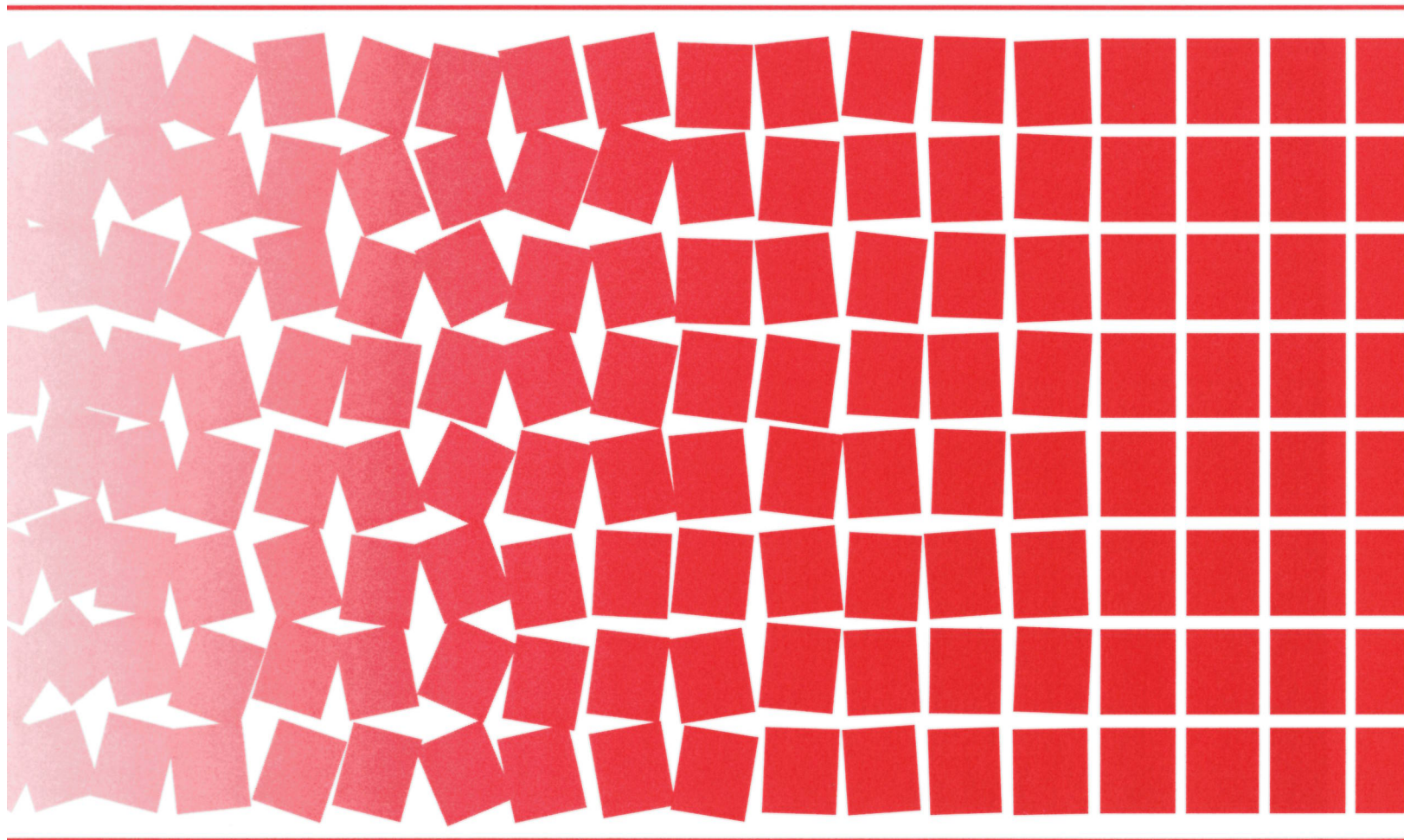


# **MAINTENANCE ENFORCEMENT AND LOCATE SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**





**MAINTENANCE ENFORCEMENT  
AND LOCATE SERVICES  
OPERATIONAL  
RECORDS  
CLASSIFICATION  
SYSTEM**



**Province of  
British Columbia**

**Corporate Information  
Management Branch**



**Library and Archives Canada Cataloguing in Publication Data**

Main entry under title:

Maintenance Enforcement and Locate Services operational  
records classification system

Loose-leaf for updating.

"This ORCS covers records created and received since the establishment of the Maintenance Enforcement and Locate Services in 1985. Before April 1, 2004 the Service was named the Family Maintenance Enforcement Program"--Executive summary.

ISBN 0-7726-5560-X

1. British Columbia. Maintenance Enforcement and Locate Services - Public records - Handbooks, manuals, etc.
2. Support (Domestic relations) - British Columbia.
3. Child support - British Columbia. 4. Classification - Public records - Handbooks, manuals, etc. 5. Records retention - British Columbia - Handbooks, manuals, etc.
- I. British Columbia. Corporate Information Management Branch.

KEB203M34

353.4'4

C2006-960099-6



RECORDS RETENTION AND DISPOSITION AUTHORITY

<b>This is a recommendation to authorize an operational records classification and scheduling system.</b>	
<b>Title:</b> <i>Maintenance Enforcement and Locate Services Operational Records Classification System</i>	
Ministry of Attorney General Justice Services Branch Family Justice Programs Division Family Maintenance Enforcement Program	
<b>Description and Purpose:</b>  The <i>Maintenance Enforcement and Locate Services Operational Records Classification System (ORCS)</i> covers all operational records created, received, and maintained by the Family Maintenance Enforcement Program. These records document monitoring and enforcing maintenance orders and registered agreements filed with the Director of Maintenance Enforcement including complaints and inquiries on maintenance enforcement, family law issues, administering federal and provincial interceptions regarding family maintenance enforcement, and reciprocal enforcement maintenance orders, and providing search services for family maintenance and enforcement. For further descriptive information about these records, please refer to the attached executive summary.	
<b>Date range:</b> 1985/01/01 ongoing	<b>Physical format of records:</b> see attached schedule
<b>Annual accumulation:</b> 22.4 cubic meters	
<b>Recommended retention and disposition:</b> scheduled in accord with attached <i>ORCS</i> .	

<p><b>THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:</b></p> <p><i>Teresa McKenny</i>          _____          Records Officer      <u>04-05-19</u>          Date</p> <p><i>[Signature]</i>          _____          Executive Director/ADM      <u>May 20, 2004</u>          Date</p> <p><i>[Signature]</i>          _____          Deputy Minister/Corporate Executive      <u>MAY 20 2004</u>          Date</p> <p><b>THE PUBLIC DOCUMENTS COMMITTEE CONCURS:</b></p> <p><i>[Signature]</i>          _____          Chair, PDC      <u>13 Oct 2005</u>          Date</p>	<p><b>THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:</b></p> <p><i>[Signature]</i>      <u>Nov 29 2005</u>          Date</p> <p><b>APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:</b></p> <p><i>[Signature]</i>      <u>March 1 2006</u>          Date</p>
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**OTHER STATUTORY APPROVALS:**

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

CONTACT: Wendy Dawydiuk, Administrator for Maintenance Enforcement and Locate Services, (604) 660-2528

**RECORDS MANAGEMENT APPRAISAL:**

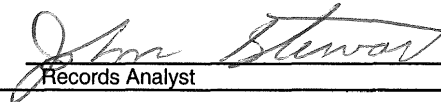
This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Family Maintenance Enforcement Act* (RSBC 1996, c. 127, ss. 8), the *Divorce Act* (RS 1985, c 3, ss. 18 and 19), 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.

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

2004/05/14  
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."

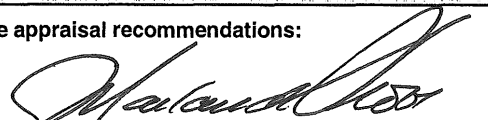
Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific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

2004/05/14  
Date

The undersigned endorses the appraisal recommendations:

  
Director, Corporate Records Management Branch

2004/05/19  
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 Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

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A      SA      FD

### *MAINTENANCE ENFORCEMENT AND LOCATE 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 Maintenance Enforcement and Locate Services as provided by the *Family Maintenance Enforcement Act* (RSBC 1996, c. 127), *Family Relations Act* (RSBC 1996, c. 128), *Interjurisdictional Support Orders Act* (SBC 2002, c.29) and the *Divorce Act* (RSC 1985, c. 3).

These records document complaints and inquiries on maintenance enforcement and locate services, family law issues, federal and provincial interceptions regarding family maintenance enforcement, maintenance enforcement orders, reciprocal enforcement maintenance/support orders, and search services regarding family maintenance and enforcement.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal and audit requirements. BC Archives 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 the establishment of the Maintenance Enforcement and Locate Services in 1985. Before April 1, 2004 the Service was named the Family Maintenance Enforcement Program. Prior to 1985, the functions covered by this ORCS were not carried out by the BC Government.

(continued on next page)

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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

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A      SA      FD

The following summary describes the types of records and identifies their retention periods and final dispositions. In this summary, record types are linked to the ORCS by primary and secondary numbers. Please consult the ORCS manual for further information.

- |    |   |    |    |    |
|----|---|----|----|----|
| 1. | <u>Policy and Procedures</u><br>(secondary -00 throughout ORCS) | SO | 5y | FR |
|----|---|----|----|----|

Throughout this ORCS, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Draft and duplicate materials which hold insufficient value to merit preservation may be purged and discarded.

- |    |  |       |     |    |
|----|--|-------|-----|----|
| 2. | <u>Clients Relations System and family maintenance enforcement program system statistical reports</u><br>(60325-02 and 60355-03) | CY+2y | nil | SR |
|----|--|-------|-----|----|

Client Relations System statistical reports provide summary information on the type of clients served, the sources of information and the conclusion for cases in that year. The Family Maintenance Enforcement Program System statistical reports provide good summary information on the status and number of cases enrolled each year, the status and amounts of money collected, and general effectiveness of the program.

- |    |   |    |     |    |
|----|---|----|-----|----|
| 3. | <u>Maintenance enforcement case files</u><br>(60355-20) | SO | 10y | DE |
|----|---|----|-----|----|

These records document the monitoring and enforcing of maintenance orders and registered agreements.

The records are kept for 10 years based on legal opinion from Counsel that pursuant to the *Limitation Act* enforcement must take place within 10 years of last activity.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
4. <u>Central pay processing records</u> (60355-25)	FY+1y	6y	DE
<p>These records document the amounts payable to a client and payments made to that client.</p>			
5. <u>Family search case files - paper</u> (60380-20)	CY+1y	5y	DE
<p>These records document the search for missing partners to obtain, change, or enforce a custody, access, guardianship, maintenance order, or registered agreement.</p>			
6. <u>Director of Maintenance enforcement and locate services</u> <u>complaint case files – paper, family law issue</u> <u>reference files, never filed (NF) case files and reciprocal</u> <u>maintenance enforcement registration case files</u> (60325-25, 60335-20, 60355-22 and 60370-20)	SO	2y	DE
<p>These records document the management of complaints received by the program director on the overall erformance of Maintenance Enforcement and Locate Services, monitoring of family law issues that relate to the enforcement of maintenance orders, creditors who did not complete enrolment in the Family Maintenance Enforcement Program and records that document the registration and enforcement of maintenance orders in or from other provinces, territories or countries.</p>			
7. <u>Family search case management system statistical reports</u> (60380-02)	CY+2y	nil	DE
<p>These records document statistical information collected on family search case files.</p>			

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
8. <u>Maintenance enforcement and locate services</u> <u>inquiries and Ombudsman complaint referrals</u> (60325-03 and 60325-04)	SO+1y	nil	DE

These records document inquiries and Ombudsman complaint referrals made about Maintenance Enforcement and Locate Services.

9. <u>Electronic Records</u> (secondaries 60310-02, 60325-20, 60355-02 and 60380-30)			DE
--	--	--	----

The following Internet web site and electronic databases are covered by this ORCS:

The Maintenance Enforcement and Locate Services web site is used to provide Internet access to information about the Maintenance Enforcement and Locate Services programs and services.

The Client Relations System is used to track complaints about the family maintenance enforcement program.

The Family Maintenance Enforcement Program System is used to monitor and track enrolment, payment and enforcement of maintenance enforcement orders and agreements.

The Family Search Case Management System is used as a reference tool, and as an index to case files relating to searching for missing partners to obtain, change, or enforce a custody, access, guardianship, maintenance order or registered agreement.

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A      SA      FD

10.      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 Maintenance and Enforcement and Locate Services 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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*MAINTENANCE ENFORCEMENT AND LOCATE SERVICES*

*OPERATIONAL RECORDS CLASSIFICATION SYSTEM*

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	FMEPS	FAMILY MAINTENANCE ENFORCEMENT PROGRAM SYSTEM
	FAM	FAMILY SEARCH CASE MANAGEMENT SYSTEM
	MELSW	MAINTENANCE ENFORCEMENT AND LOCATE SERVICES WEB SITE





OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A      SA      FD

SECTION 1

MAINTENANCE ENFORCEMENT AND LOCATE  
SERVICES

PRIMARY NUMBERS

60310 - 60999

Section 1 covers records relating to monitoring and enforcing maintenance orders and registered agreements filed with the Maintenance Enforcement and Locate Services and the Director of Maintenance Enforcement, as provided by the *Family Maintenance Enforcement Act* (RSBC 1996, c. 127), *Family Relations Act* (RSBC 1996, c. 128), *Interjurisdictional Support Orders Act* (SBC 2002, c. 29) and the *Divorce Act* (RSC 1985, c. 3). This section contains records relating to complaints and inquiries on maintenance enforcement and locate services, family law issues, federal and provincial interceptions regarding family maintenance enforcement, maintenance enforcement orders, reciprocal enforcement maintenance/support orders, and search services regarding family maintenance and enforcement.

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A      SA      FD

SECTION 1

60310 - MAINTENANCE ENFORCEMENT AND LOCATE SERVICES - 60399

PRIMARY NUMBERS AND PRIMARY SUBJECTS

60310 MAINTENANCE ENFORCEMENT AND LOCATE SERVICES - GENERAL  
60325 - COMPLAINTS AND INQUIRIES

60335 FAMILY LAW ISSUES

60355 MAINTENANCE ENFORCEMENT ORDERS

60370 RECIPROCAL ENFORCEMENT MAINTENANCE/SUPPORT ORDERS

60380 SEARCH SERVICES

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60310	<u>MAINTENANCE ENFORCEMENT AND LOCATE SERVICES</u> <u>- GENERAL</u>			
	Records not shown elsewhere in the Maintenance Enforcement and Locate Services section that relate generally to managing maintenance enforcement and locate services and enforcing family maintenance orders. Information about the Maintenance Enforcement and Locate Services is provided to the general public via a web site.			
	Record types include correspondence, memoranda.			
	NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.			
	Unless otherwise specified below, the ministry OPR (Director of Maintenance Enforcement) will retain these records for:	CY+2y	2y	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	SO	5y	FR
	- OPR	<u>SO</u>	<u>nil</u>	<u>DE</u>
	- <u>non-OPR</u>			
	FR = Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Draft and duplicate materials that hold insufficient evidential value to merit preservation may be purged and discarded.			
-01	General			
-02	Maintenance enforcement and locate services web site (web site)	SO	nil	DE
	SO = when the web site is altered, updated or redesigned			
	NOTE: This web site provides general information about the Maintenance Enforcement and Locate Services. All documents presented on the web site are classified under appropriate secondaries within this section or in			

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A      SA      FD

60310      MAINTENANCE ENFORCEMENT AND LOCATE SERVICES  
              - GENERAL (continued)

the *Administrative Records Classification System* (ARCS). The web site address is:  
<http://home.ag.gov.bc.ca/justice-services/divisions/mels.htm>

DE =    As the web site is updated, superseded/obsolete versions of documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

-03      Other jurisdictions

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A      SA      FD

60325      MAINTENANCE ENFORCEMENT AND LOCATE SERVICES  
                   - COMPLAINTS AND INQUIRIES

Records relating to the management of complaint referrals and inquiries received by the program director on the overall performance of Maintenance Enforcement and Locate Services. This information is tracked by the Client Relations System database. The database produces statistical reports. Records also contain ombudsman complaint referrals.

Record types include: correspondence, memoranda and reports.

For a description of the Clients Relations System database, see the Information System Overview.

Unless otherwise specified below, the ministry OPR (Director of Maintenance Enforcement) will retain these records for:

CY+2y    2y      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>
-01	General				
-02	Clients Relations System statistical reports (includes monthly reports) (arrange chronologically by date of report)		CY+2y	nil	SR

SR = The government archives will selectively retain client relations system statistical reports by retaining a copy of each annual summary statistical report. These reports provide summary information on type of clients served, the sources of information and the conclusion for cases in that year. All other reports will be destroyed because the information they contain is too detailed and not of a nature to be of use beyond immediate program use.

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60325	<u>MAINTENANCE ENFORCEMENT AND LOCATE SERVICES</u> <u>- COMPLAINTS AND INQUIRIES</u> (continued)			
-03	Maintenance enforcement and locate services inquiries  SO = when inquiry has been answered	SO+1y	nil	DE
-04	Ombudsman complaint referrals  SO = when complaint has been reviewed for reference purposes  DE = Ombudsman complaint referrals will be destroyed at the end of their semi-active retention period. Even though these records contain some useful information on the interaction between the program and the public, the archives will not retain these records because Ombudsman investigations are private and confidential under the <i>Ombudsman Act</i> .	SO+1y	nil	DE
	NOTE: A case file may be generated from the complaint. See secondary -25.			
-20	Client Relations System (electronic database)  SO = when the function supported by the database is no longer performed by government, or when all data is migrated to a new system performing the same function.  DE = The electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.	SO	nil	DE
	NOTE: For records relating to the development and maintenance of the database, see ARCS primaries 6450 and 6830.			

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60325	<u>MAINTENANCE ENFORCEMENT AND LOCATE SERVICES</u> <u>- COMPLAINTS AND INQUIRIES</u> (continued)			
-25	Director of Maintenance enforcement and locate services complaint case files - paper (covers complaints resolved by the director) (includes responses to written complaints and to the occasional verbal complaint) (arrange numerically according to the number generated by database)	SO	2y	DE
	SO = when complaints in the case files have been resolved, and file has been inactive for one year			
	DE = Director of family maintenance complaint case files will be destroyed at the end of their semi-active retention period. Even though these records contain some useful information on the interaction between the program and the public, the archives will not retain them. Their value does not justify the cost of administering the privacy concerns involved in order to access to them.			
	NOTE: The Director of Maintenance Enforcement will store Maintenance enforcement and locate services case files under ongoing RCS accession number 91-3862.			
	NOTE: Complaints that are resolved by the Maintenance Enforcement contractor are filed on the appropriate case file under secondary 60355-20.			
-30	Director of Maintenance enforcement and locate services complaints case files - electronic	SO	nil	DE
	SO = when no longer required for statistical analysis			

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			<u>A</u>	<u>SA</u>	<u>FD</u>
60335	<u>FAMILY LAW ISSUES</u>				
	Records relating to the monitoring of family law issues that relate to the enforcement of maintenance orders. Family law issues may include access, dealing with courts, guardians, search and provincial/federal interceptions.				
	Record types include: correspondence, memoranda, research materials, and reports.				
	For interception case files, see primary 60355. For other legal matters, see ARCS primary 350.				
	Unless otherwise specified below, the ministry OPR (Director of Maintenance Enforcement) will retain these records for:		CY+2y	2y	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>
-01	General				
-20	Family law issue reference files (arrange alphabetically by topic)		SO	2y	DE
	SO = when no longer required for immediate reference purposes				

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A      SA      FD

60355      MAINTENANCE ENFORCEMENT ORDERS

Records relating to monitoring the enforcement and payment of maintenance orders and registered agreements filed in accordance with the *Family Maintenance Enforcement Act* (RSBC 1996, c. 127). The program is delivered by host agencies under contract to the provincial government. The records belong to the government.

The host agencies enrol, monitor, and enforce maintenance orders and agreements, which require individuals to provide financial support for their families. Federal or provincial monies due to individuals may be intercepted and used as part of the financial support. British Columbia residents who have maintenance orders or agreements from any court in Canada are eligible to enrol in the Family Enforcement Maintenance Program (FMEP). Records also contain information on creditors who did not complete enrolment (never filed) in FMEP.

Key indicator statistics are collected on maintenance enforcement orders. Status, number of cases enrolled each year and amount of money collected are tracked by the Family Maintenance Enforcement Program System. This database produces statistical reports.

For a description of the Family Maintenance Enforcement Program System, see the Information System Overview.

Record types include: applications, court documents, other enforcement documents, affidavits of arrears, correspondence, and memoranda.

For host agency contract management files and Request for Proposal (RFP) information, see ARCS primary 1070.

Unless otherwise specified below, the ministry OPR (Family Maintenance Enforcement Program regional offices) will retain these records for:

CY+2y    2y      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>
-01	General				

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60355	<u>MAINTENANCE ENFORCEMENT ORDERS</u> (continued)			
-02	Family maintenance enforcement program system (electronic database)	SO	nil	DE
	SO = when the function supported by the database is no longer performed by government, or when all data is migrated to a new system performing the same function.			
	DE = The electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.			
	NOTE: For records relating to the development and maintenance of the database, see ARCS primaries 6450 and 6830.			
-03	Family maintenance enforcement program system statistical reports	CY+2y	nil	SR
	SR = The government archives will selectively retain family maintenance enforcement program system statistical reports by retaining a copy of each annual summary statistical report. These reports provide good summary information on the status and number of cases enrolled each year, the status and amounts of money collected, and general effectiveness of the program. All other reports will be destroyed because the information they contain is too detailed and not of a nature to be of use beyond immediate program use.			

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			<u>A</u>	<u>SA</u>	<u>FD</u>
60355		<u>MAINTENANCE ENFORCEMENT ORDERS</u> (continued)			
PIB	-20	Maintenance enforcement case files - paper (includes enrolment applications, certified copies of court orders, copies of court process documents, other relevant enforcement and interception documents, affidavits of arrears, correspondence, and memoranda) (arrange numerically by case number)	SO	10y	DE
		SO = when case is closed			
		10y = Legal opinion from Counsel advises that pursuant to the <i>Limitation Act</i> enforcement must take place within 10 years of last activity.			
		NOTE: The OPR will store maintenance enforcement case files under ongoing RCS accession number:			
		<u>Number</u> <u>Office</u>			
		91-3860                      FMEP (Burnaby)			
		91-3861                      FMEP (Kamloops)			
		91-3863                      FMEP (Victoria)			
	-21	Maintenance enforcement case files - electronic	SO	nil	DE
		SO = when Maintenance Enforcement and Search Services staff no longer require an electronic version of the information.			
PIB	-22	Never filed (NF) case files (creditors who did not complete enrolment in the FMEP) (arrange numerically)	SO	2y	DE
		SO = when it is determined that a creditor will not be completing enrolment in the Program			

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60355	<u>MAINTENANCE ENFORCEMENT ORDERS</u> (continued)			
	NOTE: The OPR will store maintenance enforcement NF case files under ongoing RCS accession number 91-0417.			
-25	Central pay processing records - paper (includes correspondence, photocopies of cheques, and daily exception reports) (arrange chronologically)	FY+1y	6y	DE
	NOTE: Central Pay Processing will store central payment processing records under ongoing RCS accession number 91-0500.			
-26	Central pay processing records – electronic	SO	nil	DE
	SO = when Maintenance Enforcement and Search Services staff no longer requires an electronic version of the information.			

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A      SA      FD

60370      RECIPROCAL ENFORCEMENT MAINTENANCE/SUPPORT ORDERS

Records relating to the registering and enforcing of maintenance/support orders (agreements) in or from other provinces, territories or countries, in accordance with the *Interjurisdictional Support Orders Act* (SBC 2002, c. 29) and the *Divorce Act* (RSC 1985, c. 3).

Maintenance orders require that individuals provide financial support for their families. When an order is made in another jurisdiction, and the individual who owes supports (payor) lives in British Columbia (BC), an order made in the other jurisdiction may be registered and enforced in BC if a reciprocal agreement with that other jurisdiction exists. Similarly, where the individual entitled to receive support (recipient) resides in BC, and the payor lives in a reciprocating jurisdiction, the recipient may enrol in the Reciprocals Program and the Director will ensure the order is registered in that jurisdiction.

The Reciprocals Office has a specific set of duties mandated by the *Interjurisdictional Support Orders Act*. These duties include administrative (i.e., ensuring that the applications and orders flow into and out of the province) and operational (i.e., registering the orders and enforcing them). Records also contain information on rejected requests for registration.

Record types include: requests for registration and confirmation of orders, applications, copies of court orders, correspondence, memoranda and other relevant documents.

For order enforcement, see primary 60355.  
For host agency contract management files and Request for Proposal (RFP) information, see ARCS primary 1070.

Unless otherwise specified below, the ministry OPR (Director of Maintenance Enforcement) will retain these records for:

	CY+2y	2y	DE
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Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:

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

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60370	<u>RECIPROCAL ENFORCEMENT MAINTENANCE/SUPPORT ORDERS</u> (continued)			
-01	General			
-02	Other jurisdictions (includes correspondence from other jurisdictions wanting reciprocal agreements with British Columbia)			
-03	Rejected registration requests			
-20	Reciprocal maintenance enforcement registration case files (arrange numerically by number generated by the system)	SO	2y	DE
	SO = when the claim has been inactive for two years			
	NOTE: The OPR will store reciprocal enforcement maintenance/support registration case files under ongoing RCS accession number 91-3829.			

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A      SA      FD

60380      SEARCH SERVICES

Records relating to searching for missing partners to obtain, change, or enforce a custody, access, guardianship, maintenance order, or registered agreement in accordance with the *Family Maintenance Enforcement Act* (RSBC 1996, c. 127) and the *Family Relations Act* (RSBC 1996, c. 128).

Maintenance orders or registered agreements filed with the Director of Maintenance Enforcement require that individuals provide financial support to their families. When a partner is missing, family search staff attempt to identify his/her location and place of employment.

When the missing partner resides in British Columbia (BC), family search staff investigate databases and contact organizations to obtain respondent information. When the respondent resides outside BC, searches are performed by the reciprocal agency in the province or territory in which the respondent is living.

If the provincial/territorial searches are unsuccessful in locating the respondent, a federal search is initiated through the Department of Justice.

A case file is created when an authorized requesting agency (e.g., court registries, the Ministry of Human Resources, the Family Maintenance Enforcement Program, or other provincial or territorial governments) submits a search request application form and a certified copy of the court order.

A typical case file contains a search request form, a copy of the court order, a tracing contacts form and a response form. The contacts form list the individuals, agencies, and databases that were consulted. The response form indicates the results of the search (the respondent's address, name of employer, bank account numbers, etc.).

Information from those documents is entered on to the Family Search Case Management System. The system automatically assigns a sequential number to each case. This number is also assigned to the corresponding case file. The database produces statistical reports.

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			<u>A</u>	<u>SA</u>	<u>FD</u>
60380	<u>SEARCH SERVICES</u> (continued)				
	Record types include: reports, forms, copies of court orders, correspondence and memoranda.				
	For a description of the Family Search Case Management System, see the Information System Overview.				
	Unless otherwise specified below, the ministry OPR (Director of Maintenance Enforcement) will retain these records for:	CY+2y	2y		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				
	-01 General				
	-02 Family Search Case Management System statistical reports (includes monthly and yearly reports) (arrange chronologically by date of report)	CY+2y	nil		DE
	-03 Search bureaus (arrange alphabetically for type of search bureau)				
PIB	-20 Family search case files - paper (arrange numerically by number assigned by the search database)	CY+1y	5y		DE
	NOTE: The OPR will store family search case files under ongoing RCS accession 91-3681.				
	-25 Family search case files - electronic (bank account numbers, addresses, and other search data)	SO	nil		DE
	SO = when no longer required for statistical purposes				

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		<u>A</u>	<u>SA</u>	<u>FD</u>
60380	<u>SEARCH SERVICES</u> (continued)			
-30	Family Search Case Management System (electronic database)	SO	nil	DE

SO = when the function supported by the database is no longer performed by government

DE = This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

NOTE: For records relating to the development and maintenance of the database, see ARCS primaries 6450 and 6830.

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A      SA      FD

**INFORMATION SYSTEM OVERVIEW SECTION**

**TABLE OF CONTENTS**

**ISO TITLE**

CLIENT RELATIONS SYSTEM	CRCMS
FAMILY MAINTENANCE ENFORCEMENT PROGRAM SYSTEM	FMEPS
FAMILY SEARCH CASE MANAGEMENT SYSTEM	FAM
MAINTENANCE ENFORCEMENT AND LOCATE SERVICES WEB SITE	MELSW

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## **INFORMATION SYSTEM OVERVIEW**

### **Name of Creating Agency**

Ministry of Attorney General  
Justice Services Branch  
Maintenance Enforcement and Locate Services  
Office of the Director of Maintenance Enforcement

### **System Title**

Client Relations System (CRCMS)

### **Purpose**

The purpose of the database is to track complaints about the Family Maintenance Enforcement program (FMEP).

### **Information Content**

CRCMS includes: client name, client address, client home and business telephone numbers, whether payor or recipient, FMEP case and personal identification numbers, FMEP caseload number, source of the complaint, nature of the complaint and resolution of complaint.

### **Inputs/Processes/Outputs:**

Data from documents maintained in the case file is input into the database. The database automatically assigns a sequential number to each case. Statistical reports are generated as required.

### **Technical Maintenance**

Electronic records are maintained on the system until their retention schedule is completed. This usually parallels the schedule for related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

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

### **Classification**

#### **Electronic System**

<b>Secondary No.</b>	<b>Secondary Title</b>
60325-20	Client Relations System

#### **Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>
60325-30	Director of Maintenance Enforcement and Locate Services complaint case files - electronic

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### Inputs

Secondary No.	Secondary Title
60325-25	Director of Maintenance Enforcement and Locate Services programs complaint case files – paper

### Outputs

Secondary No.	Secondary Title
60325-02	Client Relations System statistical reports
60325-25	Director of Maintenance Enforcement and Locate Services complaint case files – paper

### Other Related Records

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

### 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 Attorney General  
Justice Services Branch  
Maintenance Enforcement and Locate Services

### **System Title**

Family Maintenance Enforcement Program System (FMEPS)

### **Purpose**

The purpose of the system is to monitor and track enrolment, payment and enforcement of maintenance orders and agreements.

### **Information Content**

FMEP includes: court order number, court order location, payor name, recipient name, payor address and telephone number, recipient address and telephone number, payor date of birth, payor place of employment, payor assets – land and vehicles, amount of order, payments made under the order, children's names, children's date of birth, enforcement action taken and Income Assistance (BC Benefits) status.

### **Inputs, Processes, Outputs**

Data from documents maintained in the case files is input into the database. Payment information is received by electronic funds transfer (EFT) from Canadian Imperial Bank of Commerce, the program's bank account. The EFT information is uploaded directly into the database. Location information is received by EFT from the Maintenance Enforcement Locate Services and uploaded directly into the database.

Documents are printed from the system and filed in the case files. Statistical reports are generated as required.

### **Technical Maintenance**

Electronic records are maintained on the system until their retention schedule is completed. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

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

### **Classification**

#### **Electronic System**

##### **Secondary No.**

60355-02

##### **Secondary Title**

Family maintenance enforcement program system

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>
60355-21	Maintenance enforcement case files - electronic
60355-26	Central pay processing records - electronic

### Inputs

<b>Secondary No.</b>	<b>Secondary Title</b>
60355-20	Maintenance enforcement case files - paper
60355-25	Central pay processing records - paper

### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>
60355-03	Family maintenance enforcement program system statistical reports
60355-20	Maintenance enforcement case files - paper
60355-25	Central pay processing records - paper

### Other Related Records

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

### 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 Attorney General  
Justice Services Branch  
Maintenance Enforcement and Locate Services  
Office of the Director of Maintenance Enforcement

### **System Title**

Family Search Case Management System (FAMS)

### **Purpose**

The database is used as a reference tool, and an index to case files relating to searching for missing partners to obtain, change, or enforce a custody, access, guardianship, maintenance order or registered agreement.

### **Information Content**

FAMS includes: information about respondents such as names, file numbers, birth dates, social insurance and personal health numbers, home and employment addresses, and, asset and income information.

### **Inputs, Processes, Outputs**

Data from documents maintained in the case file is input into the database. The database automatically assigns a sequential number to each case. Statistical reports are generated as required.

### **Technical Maintenance**

Electronic records are maintained on the system until their retention schedule is completed. This usually parallels the schedule for related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under specific secondaries.

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

### **Classification**

#### **Electronic System**

##### **Secondary No.**

##### **Secondary Title**

60380-30

Family search management system

#### **Electronic Records**

##### **Secondary No.**

##### **Secondary Title**

60380-25

Family search case files - electronic



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### Inputs

Secondary No.	Secondary Title
60380-20	Family search case files - paper

### Outputs

Secondary No.	Secondary Title
60380-02	Family Search Case Management System statistical reports
60380-20	Family search case files - paper

### Other Related Records

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

### 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 WEB SITE**

### **Name of Creating Agency**

Ministry of Attorney General  
Justice Services Branch  
Maintenance Enforcement and Locate Services

### **Web site Title and URL**

Maintenance Enforcement and Locate Services  
<http://home.ag.gov.bc.ca/justice-services/divisions/mels.htm>

### **Purpose**

The Maintenance Enforcement and Locate Services web site is part of the Ministry of Attorney General web site. Its purpose is to provide Internet access to information about the Maintenance Enforcement and Locate Services programs and services.

### **Information Content**

The Maintenance Enforcement and Search Services web site contains descriptions of the programs and services that the division delivers, including the Family Maintenance Enforcement Program, Family Search Program and Reciprocals Program. It contains a link to the Family Maintenance Enforcement Program web page which includes information about family justice counselors, parenting after separation program, interjurisdictional support orders, court interpreters, legal services society and the family justice home page.

### **Web site Features**

The Maintenance Enforcement and Locate Services submits updates to the Public Affairs Bureau for review and approval. Once the updates are reviewed and approved the Information Technology Systems Division makes the changes. The ministry Information Technology Systems Division carries out the technical maintenance of the web site. The site is updated on an ad hoc basis, whenever a change is required. It also provides links to government web sites such as the Dispute Resolution Office, Family Justice Services Division, Legal Access Policy Division, Justice Services home and Justice Services Internet.

### **Technical Maintenance**

Records are maintained on the web site until their retention schedule is completed. The records are then removed from the web site. Any exceptions to this purge routine are noted under relevant secondaries.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below, as well as the web site scheduling and disposition section at the end of this document.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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 Information Management Branch. For assistance in implementing ORCS, contact your Records Officer.

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### Classification

#### Web site

Secondary No.	Secondary Title
60310-02	Maintenance Enforcement and Locate Services web site

#### Other Related Records

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

#### Web site Scheduling and Disposition

The web site will be disposed of when the provincial government no longer performs the function it supports, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.