

# **SOCIAL SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**GOVERNMENT RECORDS SERVICE**

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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### *SOCIAL SERVICES*

## *OPERATIONAL RECORDS CLASSIFICATION SYSTEM*

### TABLE OF CONTENTS

REGISTER OF AMENDMENTS

EXECUTIVE SUMMARY FOR AMENDMENT 4

USEFUL INFORMATION

SECTION 1      10000-14999      SOCIAL SERVICES

SECTION 2      30000-34999      CLIENT BENEFITS

SECTION 3      40000-44999      HEALTH SUPPLEMENT SERVICES

SECTION 4      50000-54999      INTEGRATED CASE MANAGEMENT

SYSTEMS SECTION

APPENDIX A      SUMMARY OF AMENDMENTS

INDEX

## ORCS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *Social Services ORCS*, in ascending order (i.e., the most recent changes appear first). Each amendment is uniquely identified as follows:

- **Formal amendments:** Schedule application number assigned to the amendment and used during the review and approval process; e.g., 123456.
- **Administrative amendments:** ADAM plus a registration number issued by Government Records Service (GRS); e.g., ADministrative AMendment number thirty-eight is ADAM 38.

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
169552	2017/12/14	Entire <i>ORCS</i>	Entire <i>ORCS</i> updated; See Appendix A for summary of 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 Appendix A for summary of changes.
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 Appendix A for summary of changes.
191639	2008/05/28	Secondary 30000-35	Addition of a new secondary to cover sponsorship default case files.

## INFORMATION SCHEDULE APPROVAL

Title: *Social Services Operational Records Classification System (ORCS): Amendment 4*

Ministry of Social Development and Poverty Reduction

### Scope of Schedule:

The purpose of this amendment to the *Social Services Operational Records Classification System* is to reflect the introduction of the Integrated Case Management System (ICM) as well as other business process changes since the *ORCS* was originally approved in 2005. It updates the classification system and retention and disposition schedule for the operational records created by the Ministry under the *Employment and Assistance Act* (SBC 2002, c. 40) and the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41).

Other amendments to primaries and secondaries have been made throughout the *ORCS* to include wording changes in scope notes, secondary titles and secondary notes.

The retention periods specified in this schedule meet all operational, fiscal, legal, and audit requirements.

For more information, see the attached schedule.

Earliest date of records covered by this schedule: 1880 ongoing

The government body endorses this schedule and its implementation.

Signed endorsement on file

Sheila Taylor, Deputy Minister

June 2, 2017

Date

The Information Management Advisory Committee recommends this schedule for approval.



Susan Laidlaw, Chair

Nov 21, 2017

Date

*The attached schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound recordkeeping practices.*

Schedule Developer: Sarah Shea

Endorsed by Government Records Service.

Signed endorsement on file

Alexander Wright, Chief Archivist  
Date February 14, 2017

APPROVED BY THE CHIEF RECORDS OFFICER:



David Curtis

Dec 14, 2017

Date

## SOCIAL SERVICES

### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

#### EXECUTIVE SUMMARY FOR AMENDMENT 4

This Operational Records Classification System (ORCS) amendment updates the classification system and retention and disposition schedule for the operational records created by the Ministry of Social Development and Poverty Reduction under the *Employment and Assistance Act* (SBC 2002, c. 40) and the *Employment and Assistance for Persons with Disabilities Act* (SBC 2002, c. 41).

The purpose of this amendment is to update the ORCS to reflect the introduction of the Integrated Case Management System (ICM) as well as other business process changes since the ORCS was originally approved in 2005.

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

This ORCS amendment is retroactive and applies to all records (onsite and in off-site storage) which are in the custody and control of the ministry.

The following summary describes the significant new secondaries added to the ORCS and significant increases or decreases to already existing retention periods. In this summary, records are linked to the ORCS by primary and secondary numbers. For a detailed description of the changes, consult the specific secondary and Appendix A: Summary of Amendments to the *Social Services ORCS*.

#### **Significant New Secondaries Added to the ORCS:**

##### **ICM and Related Applications:**

A new section (section 4) has been added to the ORCS to outline retention periods for data stored in ICM, the Client Transaction System (CTS) (predecessor to ICM), the My Self-Serve Portal and the Self Serve Assessment and Application (SSAA) Tool. The data retention statements are designed to be used by system administrators to develop data purge routines.

In the majority of cases, the retention periods for the data in ICM mirrors the retention periods that were defined for the predecessor systems, such as the Management Information System (MIS), Bus Pass System, Seniors' Supplement System, etc. One exception is Employment and Assistance (EA) case data which has a longer retention period in order to meet the operational requirements of the various program areas whose scanned images and data are linked to the EA case (e.g., investigation records and disability designation approvals/denials).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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What follows is a high-level snapshot of the Section 4 data retention periods. For more details, see the individual case-level secondaries in Section 4.

50100-20 Bus Pass Case data	Retain until case has been closed for 8 years, and deletion selection criteria, if applicable, have been met.
50100-25 Employment and assistance (EA case) data	Retain until case has been closed for 10 years, and deletion selection criteria, if applicable, have been met (see secondary description for extensive deletion selection criteria).
50100-30 Employment and assistance (EA) case data – No Case Made	Retain until case has been closed for 1 year and deletion selection criteria, if applicable, have been met.
50100-40 Employment programs case data	Retain until case has been closed for 7 years, and deletion selection criteria, if applicable, have been met.
50100-45 Family maintenance case data	Retain until case has been closed for 20 years, and deletion selection criteria, if applicable, have been met.
50100-55 Health case data	Retain until case has been closed for 10 years, and deletion selection criteria, if applicable, have been met.
50100-60 Investigation case data	Retain until unfounded investigation case has been closed for 5 years; when sensitive/restricted investigation case has been closed for a minimum of 20 years and the Criminal Investigation Unit, Prevention and Loss Management Services, has reviewed and approved the deletion; and for all other investigations, when the case is closed for 15 years, and deletion selection criteria, if applicable, have been met (e.g., associated employment and assistance case has no outstanding debt and no current or prior contact associated with the Investigation has an active sanction, and in the case of lifetime sanctions, the sanction end date equals the date of the sanctioned contact's death).
50100-62 My Self Serve Portal data	Retain until operational and reference value has expired.
50100-64 Self Serve Assessment and Application (SSAA) data	Retain until no longer required to support the application process or respond to client inquiries.
50100-65 Seniors' supplement case data	Retain until case has been closed for 8 years, and deletion selection criteria, if applicable, have been met.
50100-70 Service provider entity data	Retain until status is changed to inactive, when no longer required to support the delivery of ministry programs and services, and when deletion selection criteria, if applicable, have been met (e.g., when determined that there are no outstanding invoices or open orders related to the service provider).
50100-75 Social services contact data	Retain until all case type retention periods associated with the contact have expired, and deletion selection criteria, if applicable, have been met; and when it is determined that the contact data is no longer required to support the delivery of ministry programs and services.
50100-85 Social services ICM data - other	Retain until operational and reference use has expired.
50100-90 Temporary case data	Retain until case has been closed for 10 years and deletion selection criteria, if applicable, have been met.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### New Secondary to be Fully Retained by the Government Archives:

Research reports and publications  
(secondary 10700-05)

SO 5y FR

New secondary created to cover research reports and publications. Examples include research papers summarizing the findings of original research and evaluation projects, and research publications produced by the Research Branch, such as *InfoMonthly* and *Insight*.

### New Secondaries with a Retention Period of Seven Years or Greater:

Sensitive/restricted investigation files  
(secondary 10500-65)

SO nil DE

New secondary created to cover investigations of a sensitive/restricted nature. These records will be kept until the investigation is concluded or assistance provided, a minimum of 20 years have elapsed, and the Criminal Investigation Unit, Prevention and Loss Management Services, has confirmed that the files are eligible for destruction.

Overpayment Calculator data  
(secondary 10500-16)

SO nil DE

New secondary created to cover data in the Overpayment Calculator. Data will be retained until the associated employment and assistance data stored in MIS and ICM is destroyed.

Fraud allegation reporting and Compliance review data  
(secondaries 10500-13 and 10500-33)

SO nil DE

Two new categories were created to cover fraud allegation reporting data and compliance review tracking data. The data will be retained for varying periods, with the longest retention period being 15 years.

Contract management files  
(secondaries 30400-30 and 40000-20)

SO 7y DE

Two new categories were created to cover third party service delivery contracts for the delivery of employment programs and the adjudication of selected requests for health supplements.

These records will be destroyed after the expiry or termination of the contract and conclusion of all extensions to the contract, plus 7 additional years.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### New Secondaries with a Retention Period of Seven Years or Greater:

Overpayment notifications - batched  
(secondary 10500-17)

CY+1y 6y DE

New secondary created to cover a subset of overpayment notifications (2004 to 2007) that were batch-filed instead of being filed on the client's "GA" file.

### Significant Changes to Existing Secondaries:

#### Client Benefit Case Files Re-Appraised for Destruction:

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

SO+12m 9y DE

Client benefit case files that are not in the custody of the government archives upon approval of this schedule have been re-appraised from selective retention to destruction. The re-appraisal rationale is based on the following:

- The government archives has an adequate sample of employment and assistance client case files spanning 1945 to the early 2000s (see GR-0130 and records transferred under schedule 105061 (*GAIN*) (*Guaranteed Available Income for Need*) case files))
- Employment and assistance benefits are approved or denied based on rule-based decision making that is adequately documented in the following records, which are fully retained: legislative program records (*ARCS* secondaries 140-03 and 140-60); ministry manuals (including sample forms), rate tables, and program descriptions (10700-02) and other -00 secondaries throughout this *ORCS*; policy interpretation and exception files (10700-30) and research reports and publications (10700-05).

#### Retention Period Reductions Greater than 7 years:

Persons with disabilities (PWD) designation denied client case files and Therapy supplement client case files (physical case files)  
(secondary 40300-35)  
(secondary 40900-20)

SO 15y DE  
SO 7y DE

The retention period for PWD applications that have been denied and the retention period for applications for therapy supplements (both approved and denied) in hard copy format have been reduced. Previously, these applications were retained for the current calendar year plus an additional 60 years. Consultation with the Health Assistance Branch determined that this lengthy retention period was not operationally required.

PWD denials will now be retained until the applications is denied plus 15 years. The retention period also reflects legal counsel concerns of the



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

potential legal value of the records in defending judicial review applications and civil litigation actions. The 15-year period is in accordance with the ultimate limitation period under the *Limitation Act* (SBC 2012, c. 13, s. 38).

Therapy supplement requests will be retained until the supplement is provided or denied plus 7 years. The retention period ensures that the records are retained for the current eligibility period plus a sufficient period to determine future eligibility.

The above retention periods cover physical case files created prior to the introduction of ICM. For scanned images and data retained in ICM, see secondaries 50100-25 Employment and assistance (EA) case data and 50100-55 Health case data.

Monthly nutritional supplement (MNS) client case files (physical files only)  
(secondary 40700-20)

SO 7y DE

The retention period for monthly nutritional supplement applications in hard copy format has been reduced. They were previously retained until the client was deceased plus 7 years. The retention period was refined, allowing for denied applications to be destroyed 7 years after the denial date. Approved applications will be retained until the client is no longer eligible to receive the supplement, plus 7 years. The revised retention period reflects the current operational and reference requirements of the Health Assistance Branch.

The above retention periods cover physical case files created prior to the introduction of ICM. Retention periods for monthly nutritional supplement scanned images and data in ICM are covered under secondary 50100-25 Employment and assistance (EA) case data.

### Retention Period Increases of Greater than Seven Years:

Bus pass client correspondence (physical files only)  
(secondary 30100-02)

CY 7y DE

The retention period for bus pass client correspondence was increased from six months to 8 years.

The above retention period covers physical case files created prior to the introduction of ICM. For scanned images and data retained in ICM, see secondary 50100-20 Bus pass case data.

Client reconsideration files (physical files only)  
(secondaries 10600-50 and 10600-90)

SO+6m 10y DE

Client reconsideration files in hardcopy were previously retained for a shorter period than the appeal files – less than 2 years. Upon review, it was determined that they should be retained for the same period as the appeal files. Moreover, it was determined that the secondaries could be consolidated into one overarching secondary: 10600-40.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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The above retention period covers physical case files created prior to the introduction of ICM. For scanned images and data retained in ICM, see secondary 50100-25 Employment and assistance (EA) case data.

### **Data Retention Statements Clarified Throughout ORCS:**

The 2005 version of the ORCS had data retention statements that were either difficult to interpret or resulted in data having to be retained longer than operationally required. These statements have been revised throughout the ORCS to clarify when data can be deleted. In addition, a category has been created in the ORCS that will facilitate the disposition of decommissioned ministry applications and websites (secondary 10000-10).

### **Summary of Remaining Changes:**

Remaining secondaries are either unchanged or have retention increases/decreases of less than 7 years. See concordance table for full listing of changes.

### **A Note About Batched Paper Records:**

The development of specific retention periods covering the paper records that have been scanned to CTS/ICM and then batched was outside the scope of this ORCS amendment project. However, program areas have the option of completing an application to apply special schedule 206175 (*Redundant Source Records*), which authorizes the destruction of paper records that have been scanned and rendered redundant by accurate and authentic reproduction of themselves. The Bus Pass Program is an example of an area that has requested and received approval to apply this special schedule. Other program areas wishing to apply to use the special schedule should contact their Records Officer.

END OF EXECUTIVE SUMMARY FOR AMENDMENT 4

## USEFUL INFORMATION

### Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	<b>ARCS</b> = <i>Administrative Records Classification System</i> <b>ORCS</b> = <i>Operational Records Classification System</i>
Office information:	<b>OPR</b> = Office of Primary Responsibility
Records life cycle:	<b>A</b> = Active <b>SA</b> = Semi-active <b>FD</b> = Final Disposition
Active and semi-active period codes:	<b>CY</b> = Calendar Year <b>FY</b> = Fiscal Year <b>NA</b> = Not Applicable <b>SO</b> = Superseded or Obsolete <b>w</b> = week <b>m</b> = month <b>y</b> = year
Final disposition categories:	<b>DE</b> = Destruction <b>FR</b> = Full Retention <b>SR</b> = Selective Retention <b>OD</b> = Other Disposition <b>NA</b> = Not Applicable
Special flags:	<b>FOI</b> = Freedom of Information/Protection of Privacy <b>PIB</b> = Personal Information Bank <b>VR</b> = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Records Officer contact information.](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 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 \(SBC 2002, c. 41\)](#).

Functional areas covered under this section include debt recovery; fraud detection and investigation; client complaint and inquiry management; reconsiderations and appeals; policy and research development; and maintenance of data warehouses.

## SECTION 1 TABLE OF CONTENTS

### SOCIAL SERVICES

10000 - 14999

10000	SOCIAL SERVICES - GENERAL
10100	CLIENT RELATIONS AND SERVICE QUALITY
10200	DATA WAREHOUSING AND BUSINESS INTELLIGENCE
10300	DEBT RECOVERY REVIEW
10500	FRAUD DETECTION AND INVESTIGATION
10600	RECONSIDERATIONS AND APPEALS
10700	SOCIAL POLICY AND RESEARCH

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 10000 SOCIAL SERVICES - GENERAL

Records not shown elsewhere in the social services section that relate generally to the provision of social services.

This primary covers decommissioned ministry applications and ministry internet/intranet web sites.

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 140](#).

For committees and working groups, see [ARCS primary 200](#).

For descriptions of systems and websites, see the Systems Section.

For legal opinions and decisions, see [ARCS primary 350](#).

For legislation and regulation development, see [ARCS primary 140](#).

The ministry OPR is the Ministry unless otherwise noted below. See specific secondaries for OPR retention schedules.

10000	SOCIAL SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this ORCS.			
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	CY+2y	nil	DE
<b>-02</b>	<b>(superseded by secondary 10200-20 Data warehouse data)</b>			
<b>-03</b>	<b>Ministry internet/intranet web sites and pages</b> (supersedes secondary 10000-04 Ministry intranet web site)	SO	nil	DE
	SO: when the web page is modified, altered, updated, redesigned, or web site is decommissioned			
	DE: The web site and its pages can be destroyed when no longer needed because the information they contain is documented in records classified under			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10000	SOCIAL SERVICES - GENERAL	A	SA	FD
	appropriate secondaries within this <i>ORCS</i> or in the <i>Administrative Records Classification System (ARCS)</i> . For example, the <i>British Columbia Employment Assistance (BCEA) Manual</i> and <i>Standard Operating Procedures (SOPs)</i> are classified under secondary 10700-02 Policy - final.			
<b>-04</b>	<b>(superseded by secondary 10000-03 Ministry internet/intranet web sites and pages)</b>			
<b>-10</b>	<b>Decommissioned ministry applications and websites</b> (supersedes secondary 10200-40 Sponsorship Debt database)	SO	nil	DE
	OPR: Information Management Branch			
	SO: when no longer required for operational and reference purposes			
	NOTE: This secondary covers data and webpages in decommissioned, simple applications and websites not scheduled elsewhere in this <i>ORCS</i> or in <i>ARCS</i> (see the Systems Section for information on systems scheduled in this <i>ORCS</i> ). The purpose of this secondary is to provide an efficient mechanism for their disposition when no longer of operational or reference use to the ministry. System descriptions will not be prepared for these applications/websites (with the exception of Merlin Reach Back).			
	NOTE: Examples of applications/websites covered under this secondary include the following: Cabcalc Application, Quit Smoking Now, Feedback Tracking System, Homelessness Intervention Application, Web Orientation Application, Merlin Reach Back, Executive Project Tracker, Child Care Estimator/Subsidy Calculator, and Emergency Services Client Database.			
	NOTE: This secondary also covers the data in the Sponsorship Debt Database, formerly classified under secondary 10200-40. This time-limited, simple database was used to track debts from 1993 to 1999. This information is no longer of operational use.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 10100 CLIENT RELATIONS AND SERVICE QUALITY

Records relating to managing and tracking complaints and inquiries relating to clients (individuals who are receiving ministry services) or prospective clients (applicants). Inquiries and complaints are managed by a variety of offices and received directly from the client, or via client advocates, ministry executive, Member of the Legislative Assembly (MLA) offices, Service BC referrals, and authorized third parties (e.g., out-of-province requests for client status information).

The handling of complaints and inquiries differs across the ministry and may include opening an inquiry file, logging of the inquiry or complaint in a tracking sheet, and adding notes to the Integrated Case Management (ICM) System (see section 4).

Historically, notes pertaining to a client complaint or inquiry may have been added to the Management Information System (MIS) or filed on the client's benefits file.

This primary does not cover reconsiderations and appeals.

For ad hoc reports, such as the issue and regional client reports, see [ARCS secondary 440-20](#).

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

For client benefit case files, see secondary 30000-20.

For committees, see [ARCS secondary 200-20](#).

For ICM case level retention periods, see Section 4.

For executive correspondence and issues, see [ARCS primary 280](#).

For ombudsperson 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 statistical reports, see [ARCS secondary 440-20](#).

For system descriptions, see the Systems Section.

For transitory data input documents, such as call sheets, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is the complaint/inquiry responding office unless otherwise noted below. See specific secondaries for OPR retention schedules.

10100	CLIENT RELATIONS AND SERVICE QUALITY	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	CY+2y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10100	CLIENT RELATIONS AND SERVICE QUALITY	A	SA	FD
	<b>-02 Client relations tracking logs</b> (covers phone and mail logs used to track inquiries and complaints)  SO: when no longer required for tracking and trend analysis purposes	SO	nil	DE
	<b>-03 Miscellaneous client and public communications</b>  NOTE: If a communication develops into a customer inquiry case file, reclassify to secondary -20.	SO	nil	DE
PIB	<b>-10 Complaints review and routing records</b>  NOTE: This secondary covers records relating to the initial review and routing of complaints as well as records relating to the complaint that are not covered elsewhere in this primary or in ARCS.	CY+1y	nil	DE
PIB	<b>-20 Inquiry case files</b> (covers inquiries received from clients and third parties) (includes inquiry, request for information, consent forms, and related correspondence) (arrange alphabetically by client last name or batch date)  3y: The retention period provides a reasonable period of time for reference value of these files to be extinguished.  NOTE: Upon approval of the Records Officer, inquiries that are scanned and entered into ICM may be destroyed under special schedule 206175 ( <i>Redundant Source Records</i> ).	CY+2y	nil	DE
PIB	<b>-25 Customer inquiry data files</b> (closed secondary - this system ceased being updated in 2012) (covers data in the Call Trak System)  SO: when no longer required for trend analysis and reference purposes  NOTE: Call Trak ceased being updated in 2012 as a result of the dissolution of the Customer Service Unit.  NOTE: Inquiries received by the Unit resulted in a working call sheet. Simple inquiries were entirely captured in Call Trak and the call sheets in these cases were	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10100	CLIENT RELATIONS AND SERVICE QUALITY	A	SA	FD
	considered transitory input records and, under the authority of special schedule 102902 ( <i>Transitory Electronic Data Processing (EDP) Records</i> ), were destroyed when no longer needed. Other inquiries were classified under secondary 10100-20.			
PIB	<b>-30 Service quality client case files</b>	SO+12m	9y	DE
	NOTE: This secondary was not implemented.			
PIB	<b>-35 Service quality client data files</b> (closed secondary - this system was decommissioned in 2010) (covers data in the Service Review Tracking System)	SO	nil	DE
	OPR: Service Delivery Supports			
	SO: when no longer required for trend analysis and reference purposes			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 10200 DATA WAREHOUSING AND BUSINESS INTELLIGENCE

Records relating to managing the data contained in ministry data warehouses and data marts (e.g., Integrated Case Management Corporate Data Warehouse (ICM CDW), Ministry Corporate Data Warehouse, and the Management Analysis and Reporting System (MARS)).

A data warehouse functions as a repository for data extracted over time from heterogeneous operational systems, and allows users to make complex queries to explore the data more extensively than would be possible using only the on-line transactional processing (OLTP) source systems. Data warehouses typically include sophisticated business intelligence tools designed to facilitate complex data analytics. Data warehouses contain multiple data marts, which in turn contain data copied from one source system or derived to satisfy specific business program requirements.

For information technology development projects, see [ARCS secondary 6450-20](#).

For library/reference materials, see ARCS secondary 358-20 [ARCS secondary 358-20](#).

For ministry/agency planning and performance files, see [ARCS secondary 400-20](#).

For program forecasting, evaluation and monitoring, see primary 10700.

For reports and statistics (not covered elsewhere), see [ARCS secondary 440-20](#).

For system descriptions, see the Systems Section.

For transitory data files such as raw data tables and data sets, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is the Information Management Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

10200	DATA WAREHOUSING AND BUSINESS INTELLIGENCE	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b>	FY+2y	nil	DE
-02	<b>(superseded by ARCS secondaries <a href="#">6000-20</a>, <a href="#">6820-20</a> and <a href="#">6840-20</a>)</b>			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10200	DATA WAREHOUSING AND BUSINESS INTELLIGENCE	A	SA	FD
PIB	<b>-20 Data warehouse data</b> (covers data in the various ministry data warehouses, such as the ICM CDW, Ministry Corporate Data Warehouse and MARS)  SO: when no longer required for analytical reporting  OPR: The Research Branch is OPR for the STATS V subset of MARS. The Information Management Branch is OPR for the remaining data.	SO	nil	DE
	<b>-30 (superseded by secondary 10200-20 Data warehouse data)</b>			
	<b>-40 (superseded by secondary 10000-10 Decommissioned ministry applications and websites)</b>			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 10300 DEBT RECOVERY REVIEW

Records relating to the provision of administrative and procedural support to the ministry in its relations with the Ministry of Justice and Attorney General and the Ministry of Finance in matters relating to civil litigation and the establishment of debt.

Debt may occur for several reasons, including client and ministry error, fraud and repayable assistance. Debts are resolved by being recovered or abandoned. The Ministry of Finance is responsible for debt collection.

The branch processes legal action requests for debt recovery, primarily received from the Prevention and Loss Management Services (PLMS) branch. Examples of legal action requests include requests relating to s. 83 of the [Financial Administration Act \(RSBC 1996, c. 138\)](#) and s. 204 of the [Land Title Act \(RSBC 1996, c. 250\)](#). The branch, in consultation with the Legal Services Branch, also determines whether to send a debt for civil litigation.

This primary also covers debt recovery transaction data maintained in the Management Information System (MIS).

For debt review that results in civil litigation, see [ARCS secondary 350-20](#).

For ICM case level retention periods, see Section 4.

For library/reference materials, see [ARCS secondary 358-20](#).

For statistical reports, see [ARCS secondary 440-20](#).

For system descriptions, see the Systems Section.

The ministry OPR is Financial Operations unless otherwise noted below. See specific secondaries for OPR retention schedules.

10300	DEBT RECOVERY REVIEW	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with a primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b>	FY+2y	nil	DE
PIB	<b>-20 Debt recovery review case files</b> (covers requests for legal actions and debt recovery review) (includes debt background information, correspondence, and legal documentation) (arrange by client name)	SO	7y	DE
	SO: when debt is recovered or abandoned			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10300	DEBT RECOVERY REVIEW	A	SA	FD
	<p>7y: The retention period satisfies operational and reference needs, is consistent with the retention period for similar records covered under ARCS, and provides a reasonable period of time for the legal value of the records to be extinguished.</p> <p>NOTE: This secondary, in combination with secondary 30000-20, replaces and supersedes schedule 105069 (<i>GAIN Outstanding Accounts Files</i>).</p> <p>NOTE: If the debt review results in civil litigation, re-classify the file to <a href="#">ARCS 350-20</a>.</p>			
PIB/VR	<p><b>-25 Debt recovery transaction data</b> (covers debt recovery transaction data in MIS)</p> <p>SO: when debt is recovered or abandoned</p> <p>10y: The retention period ensures the records are available for fiscal accountability, statistical and reporting purposes, and also provides a reasonable period of time for the legal value of the records to be extinguished.</p> <p>NOTE: The purge routine for debt recovery transaction data is performed according to Job HMISJPM0, which deletes all debt records with a \$0.00 balance and over 10 years old.</p> <p>NOTE: The status of a client's debt repayment is one of the exclusion criteria which determines when the associated "GA" file data is deleted in MIS (covered under secondary 30000-25). From a debt perspective, the "GA" file data cannot be deleted until the file has no outstanding debt and the file has no debt repayment activities within the past 10 years.</p>	SO+10y	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

**10500 FRAUD DETECTION AND INVESTIGATION**

Records relating to identifying and investigating cases of overpayment and fraud against the BC Employment and Assistance Program. Fraud occurs when individuals receive assistance as a result of providing information that they know is false or misleading.

Investigative Officers conduct compliance reviews of clients on the basis of a fraud referral. Referrals can originate from a variety of sources, including allegations and complaints submitted by the public, ministry staff or other ministries. Potential fraud cases can also be system-identified and prioritized based on specific risk indicators. Lastly, data matches are also conducted with various federal and provincial agencies, such as the Canada Revenue Agency (CRA), Canada Pension Plan (CPP) and StudentAidBC to verify and confirm information relating to eligibility for assistance.

Ministry investigators conduct investigations relating to serious allegations of fraud that may result in the prosecution of offenders. An investigation gathers data from many sources, including the client's physical and electronic file, cheque stubs and other agencies. Investigations are closed for a variety of reasons: if they are unfounded, if there is insufficient evidence, if a repayment agreement has been reached, or when civil or criminal litigation has resolved the case.

A fraud determination may result in the imposition of sanctions, the form and duration of which vary, pursuant to applicable legislation and regulation.

This primary also covers records held in the Employment and Assistance Centres (EACs), such as client signed cheque stubs, which may be required as evidence in investigations.

Compliance reviews and fraud investigations are tracked and outcomes recorded on a variety of systems: Fraud Allegation Reporting (FARS), Prevention and Loss Management (PLMS), Management Information System (MIS), Overpayment Calculator (OPC), Client Transaction System (CTS) and the Integrated Case Management System (ICM). In addition, the CRA Income Verification Application is used for data match purposes.

For cashed cheques (including imprest cheques), see [ARCS secondary 1050-09](#).

For the development of data match criteria, see secondary 10700-20.

For ICM case level retention periods, see Section 4Section 4.

For invoices, see [ARCS secondary 925-20](#).

For library/reference materials, see [ARCS secondary 358-20](#).

For MOUs and agreements, except for repayment agreements, see [ARCS secondary 146-20](#).

For minister's or deputy minister's correspondence related to fraud inquiries, including the background information, see [ARCS 280-30](#).

For policy and program records, see primary 10700.

For system descriptions, see the Systems Section.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

For transitory data files such as raw data tables and data sets, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is Prevention and Loss Management Services Regional Offices unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>10500</b>	<b>FRAUD DETECTION AND INVESTIGATION</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-00 Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
	<b>-01 General</b>	CY+2y	nil	DE
PIB	<b>-02 Client information - micrographic</b> (closed secondary) (COM fiche, microfiche and microfilm) (covers address and cheque registries)	SO	nil	DE
	SO: when no longer required for tracking and analysis of client activity for investigation purposes			
	NOTE: Microfiche or microfilm was produced between 1977 and 1992. From 1992 to April 2005, COM fiche was produced from MIS. This practice ceased as of May 2005.			
	<b>-03 Client signed cheque stubs</b> (also known as Monthly Report HR0081)	CY+2y	7y	DE
	OPR: Employment and Assistance Centres			
	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 schedule 870245 ( <i>HR 81 Cheque Stubs</i> ).			



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10500	FRAUD DETECTION AND INVESTIGATION	A	SA	FD
PIB	<b>-04 Data matches and reports</b> (covers electronic data matches, stored in a variety of systems, as well as data match reports, such as the CPP unmatched and override data match reports and the CRA mismatching reports; does not cover CRA printouts, which are classified under secondary 10500-12)  SO: when no longer required for data match purposes or to support fraud detection and investigation  OPR: PLMS Headquarters  NOTE: Data match files received from external organizations can be destroyed under special schedule 102902 ( <i>Transitory Electronic Data Processing (EDP) Records</i> ) once the data is uploaded to the applicable ministry system, such as PLMS, MIS, ICM, and the CRA Income Verification Application.	SO	nil	DE
	<b>-05 Detection and investigation statistical reports</b> (covers reports created by the branch that are required for lengthy trend analysis purposes) (arrange by report)  10y: The ten year retention period is required for statistical analysis.  NOTE: Reports created by the branch that are not required for lengthy trend analysis purposes are classified under the appropriate ARCS secondary, such as <a href="#">400-20</a> or <a href="#">440-20</a> .	CY+9y	nil	DE
	<b>-06 Fraud allegation ledger</b> (closed secondary – do not classify new records under this secondary)  OPR: Employment and Assistance Centres  NOTE: This secondary covers ledgers and spreadsheets that were maintained prior to the introduction of modern electronic tracking systems.	CY+2y	nil	DE
PIB	<b>-07 Fraud investigations file tracking ledger</b> (closed secondary – do not classify new records under this secondary) (covers spreadsheets and binders with name of client, investigation number and client number, location of file and fraud code)	CY+2y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10500	FRAUD DETECTION AND INVESTIGATION	A	SA	FD
	NOTE: This secondary covers ledgers and spreadsheets that were maintained prior to the introduction of modern electronic tracking systems.			
-08	<b>Fraud referral ledger</b> (closed secondary – do not classify new records under this secondary)	CY+2y	nil	DE
	NOTE: This secondary covers ledgers and spreadsheets that were maintained prior to the introduction of modern electronic tracking systems.			
-09	<b>(superseded by schedule 169600 (<i>Child Care Subsidy Program</i>)).</b>			
-10	<b>Regional fraud investigation information package (InfoPak)</b> (includes caseload management reports)	6m	nil	DE
	OPR: PLMS Headquarters and Regional Offices			
-11	<b>Unfounded fraud allegations and complaints</b>	SO+14m	nil	DE
	SO: when it is determined that no case can be made for the allegation or complaint			
-12	<b>CRA printouts</b> (covers CRA taxpayer information printed from MIS Tax Information (TXI) screens)	SO+1y	nil	DE
	SO: when batched			
	1y: The one year retention period meets operational and reference needs.			
	NOTE: The TXI is printed because the full information is not viewable on the screen.			
PIB	<b>-13 Fraud allegation reporting data</b> (covers data stored in FARS)	SO	nil	DE
	SO: for records without a “GA” file and no action keep for 3 years from close date; for records with a “GA” file and no action and for records that have been investigated, keep for 15 years from close date			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10500	FRAUD DETECTION AND INVESTIGATION	A	SA	FD
PIB	<b>-16 Overpayment Calculator data</b> (covers online overpayment charts stored in the Overpayment Calculator)  SO: when the associated employment and assistance data is destroyed  NOTE: The retention period ensures that online overpayment charts are retained for the same period as the associated employment and assistance data classified under secondaries 30000-25 and 50100-25.  NOTE: Overpayment charts are also scanned and stored in ICM and classified under applicable secondaries in Section 4.	SO	nil	DE
	<b>-17 Overpayment notifications - batched</b> (closed secondary)  8y: The retention period is sufficient for debt identification and recovery purposes.  NOTE: This secondary covers a subset of overpayment notifications (2004 to 2007) that were batch-filed instead of being filed on the client's "GA" file.	CY+1y	6y	DE
	<b>-20 (superseded by schedule 169600 (Child Care Subsidy Program))</b>			
	<b>-25 (superseded by schedule 169600 (Child Care Subsidy Program))</b>			
PIB	<b>-30 Compliance review data - MIS</b> (covers compliance review data stored in MIS)  SO: when the associated employment and assistance data is destroyed  NOTE: The retention period ensures that the compliance review data is retained for the same period as the associated employment and assistance data classified under secondary 30000-25.  NOTE: CRA printouts are classified under secondary 10500-12. FARS data is classified under secondary 10500-13.	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10500	FRAUD DETECTION AND INVESTIGATION	A	SA	FD
PIB	<b>-33 Compliance review data - PLMS</b> (covers data for pending, withdrawn, and completed compliance reviews stored in PLMS)  SO: pending and withdrawn reviews are deleted when the review has no attributes; complete reviews are deleted 10 years from the date that the review status was set to complete	SO	nil	DE
PIB	<b>-35 Compliance review working case files</b> (covers copies of documentation from the client's "GA" file in secondary 30000-20, Equifax credit rating, title search, confirmation of earnings form, and other supporting documentation) (arrange by client name)  SO: when review is complete  NA: The file is transferred to the EAC and review is reclassified to the client's "GA" file in secondary 30000-20.	SO	NA	NA
	<b>-40 Compliance project proposal case files</b> (arrange by region, then by proposal)  SO: when the project is completed, cancelled, or abandoned; and when no longer required for reference purposes  NOTE: Compliance project proposals define the parameters used in conducting some types of compliance reviews. Actual compliance review records conducted on clients were classified under secondary 10500-35 prior to ICM, and are currently classified under the applicable secondary in Section 4.	SO	3y	DE
PIB	<b>-50 Fraud investigation case files</b> (covers fraud investigations, including those closed due to insufficient evidence and those involving a sanction; does not cover unfounded or sensitive/restricted investigations) (includes referral form, employment and payment records, tape matches, investigation worksheet, screen prints from MIS/ICM, overpayment chart, court documents (e.g., judgments and orders), Investigation Registration and Conclusion form, repayment agreement, production orders, bank records and any other pertinent documents relating to the investigation) (arrange active files by calendar year, then alphabetically by	SO+1y	14y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10500	FRAUD DETECTION AND INVESTIGATION	A	SA	FD
	client and semi-active (i.e., off-site) files are arranged by "IN" investigation number)			
	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: Prior to the introduction of ICM, important documentation, including the Investigation Registration and Conclusion form, court documents and the repayment agreement, was copied to the client's "GA" physical file in secondary 30000-20, unless the "GA" file was closed.			
	NOTE: Physical fraud investigations files continue to be generated; records are not batched. Additionally, not all contents of the physical file are scanned.			
	NOTE: This secondary replaces and supersedes schedule 105015 ( <i>Income Assistance Investigation Case Files</i> ).			
	NOTE: For unfounded fraud investigation files, see secondary 10500-60 and for sensitive/restricted investigation files see secondary 10500-65.			
PIB	<b>-55 Fraud investigation data</b> (covers fraud investigation data stored in MIS)	SO	nil	DE
	SO: when unfounded investigation "IN" has been closed for 5 years; when sensitive/restricted "IN" has been closed for a minimum of 20 years and the Criminal Investigation Unit, Prevention and Loss Management Services, has reviewed and approved the deletion; and for all other investigations when "IN" has been closed for 15 years, and deletion exclusion criteria, if applicable, have been met (e.g., associated employment and assistance case ("GA" file) has no outstanding debt and no current or prior contact (person) associated with the investigation has an active sanction, and in the case of lifetime sanctions, the sanction end date equals the date of the sanctioned contact's/person's death)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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10500		FRAUD DETECTION AND INVESTIGATION	A	SA	FD
		NOTE: The retention periods mirror those of physical files and in the case of sanctions, ensures that the data is available for a sufficient period of time to meet investigators needs.			
PIB	-60	<b>Fraud investigation - unfounded (Code 11) files</b>	SO	5y	DE
		SO: when the investigation is closed with a result of unfounded			
PIB	-65	<b>Sensitive/restricted investigation files</b> (arrange by calendar year, then alphabetically by client or "IN" investigation number)	SO	nil	DE
		SO: when investigation is concluded or assistance provided, a minimum of 20 years have elapsed, and when the Criminal Investigation Unit, Prevention and Loss Management Services, has confirmed that the files are eligible for destruction			
		NOTE: The minimum 20 year retention period meets the operational and reference needs of ministry investigators. In the case of sensitive/restricted investigations of internal employees, the retention period ensures the records are available for a reasonable period of time for employee disciplinary/hiring purposes. In the case of assistance provided to external agencies, it allows for follow-up and court purposes.			
		NOTE: This secondary covers investigations of internal government employees and investigations of a sensitive nature, conducted on behalf of external agencies, such as the police.			

END OF PRIMARY

## **10600 RECONSIDERATIONS AND APPEALS**

Records relating to providing reconsideration and appeal services for clients who have been denied 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). 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 [Child Care Subsidy Act \(RSBC 1996, c. 26\)](#) and related regulations.

Client requests for reconsideration are reviewed by the Reconsideration and Appeal Section of the ministry. 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 and the ministry's involvement in these processes is classified in the client's reconsideration file.

If requested, the Legislation, Litigation and Appeals 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 Justice, and other ministry offices. This 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.

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).

In 2012, the Integrated Case Management System (ICM) became the system of record for reconsiderations and appeals. Previously, they were tracked in the Reconsiderations and Appeals System (RAS). Scanned images and notes created prior to ICM are stored on the Client Transaction System (CTS).

For ICM case level retention periods, see Section 4.

For judicial decisions and reviews, see [ARCS primary 350](#).

For legal opinions, see [ARCS primary 350](#).

For ministry/agency legislation and regulation development and approval, see [ARCS primary 140](#).

For minister's letters, see [ARCS secondary 280-30](#).

For ministerial orders, see ARCS secondaries [140-50](#) and [140-60](#).

For system descriptions, see the Systems Section.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

The ministry OPR is Legislation, Litigation and Appeals Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>10600</b>	<b>RECONSIDERATIONS AND APPEALS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	CY+2y	nil	DE
<b>-02</b>	<b>Summary of Appeal Tribunal decisions</b> (closed secondary - this series is no longer being maintained) (includes copies of past decisions)	SO	nil	DE
	OPR: Reconsideration and Appeal Section			
PIB	<b>-20 BC Benefits Appeal Board case files</b> (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 client surname)	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).			



# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10600	RECONSIDERATIONS AND APPEALS	A	SA	FD
	NOTE: The ministry assumed custody of these records when the Board became defunct on September 30, 2002.			
PIB	<b>-30 Client reconsideration and appeal analysis case files</b> (covers background information and research) (includes the forms for request for reconsideration, reconsideration decision, notice of appeal, appeal decision, and repayment agreement) (arrange by client surname)  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 purposes.	SO+1y	9y	DE
PIB	<b>-35 Client reconsideration and appeal data and reports</b> (supersedes secondary 10600-70 Reconsideration and appeal trend analysis case files) (covers data stored in various legacy systems, data exported to Excel, and statistical and trend analysis reports)  SO: when no longer required for statistical, research and analysis purposes  NOTE: Legacy systems include the Reconsiderations and Appeal System (RAS), the Health Assistance Reconsideration Unit (HARU) requests database and the various simple reconsideration databases, such as the Appeals Tracking System.	SO	nil	DE
PIB	<b>-40 Reconsideration and appeal case files</b> (supersedes secondaries 10600-50 Non-regional client reconsideration case files, 10600-80 Regional client appeal case files; and 10600-90 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; notice of appeal and the appeal decision; and repayment agreement) (arrange by reconsideration number or client surname)	SO+6m	10y	DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10600	RECONSIDERATIONS AND APPEALS	A	SA	FD
	SO: when the reconsideration decision is returned to client and the period allowed for initiation of an appeal has passed; if decision is appealed, when the appeal decision is received			
	10y: A ten year retention is adequate to cover government's legal responsibilities.			
-50	<b>(superseded by secondary 10600-40 Reconsideration and appeal case files)</b>			
-60	<b>Reconsideration and appeal project case files</b> (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 copies of legal opinions, decisions, adjudications, and negotiations, copies of briefing notes and final reports) (arrange by project name)  SO: when the project is complete and further contributions to the file are unlikely	SO+1y	2y	DE
-70	<b>(superseded by secondary 10600-35 Client Reconsideration and appeal data and reports)</b>			
-80	<b>(superseded by secondary 10600-40 Reconsideration and appeal case files)</b>			
-90	<b>(superseded by secondary 10600-40 Reconsideration and appeal case files)</b>			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 10700 SOCIAL POLICY AND RESEARCH

Records relating to the research, analysis, development, approval, implementation and evaluation of policy and programs used by program areas, service providers and the public. 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. For example, a policy on a program may include the program's overview (i.e., description), rate tables and most procedures, but more detailed procedures may be developed at the branch level or by the service provider.

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.

This primary also covers records relating to research and analysis services performed by the Research Branch, including project records and research reports and publications.

For annual reports, see [ARCS secondary 400-02](#).

For briefing notes, see [ARCS secondary 280-20](#).

For committees, see [ARCS secondary 200-20](#).

For final internal strategic and business plans, see [ARCS 400-10](#).

For policy from external organizations, not used as background information or research, see [ARCS primary 195](#).

For policy registration and tracking, see [ARCS secondary 100-05](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Office responsible for policy, procedure or research unless otherwise noted below. See specific secondaries for OPR retention schedules.

10700	SOCIAL POLICY AND RESEARCH	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	5y	FR
-01	General	CY+2y	nil	DE
-02	Policy - final (includes final policy, procedures, standards, guidelines, rate tables, program descriptions, and approval packages) (arrange by policy)	SO	5y	FR

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10700	SOCIAL POLICY AND RESEARCH	A	SA	FD
	SO: when policy is superseded or obsolete, and no longer required for reference purposes			
	FR: The government archives will fully retain final policy records because they provide evidence of the evolving policy directions of the provincial government regarding social services delivery. An example of records covered under this secondary includes the <i>Online Resource</i> , which is a ministry-wide on-line manual, which primarily replaced the <i>British Columbia Employment Assistance (BCEA) Manual</i> . Another example of records covered is <i>Standard Operating Procedures (SOPs)</i> , which outline the procedures for completing a ministry business process.			
	NOTE: Research reports in support of a policy or program development are classified under secondary 10700-05 Research reports and publications. Policy, program and research working files are classified under secondary 10700-20.			
-03	(superseded by <a href="#">ARCS secondary 100-05 Lists, spreadsheets, and registers</a> )			
-05	Research reports and publications	SO	5y	FR
	FR: The government archives will fully retain these reports and publications because they document original research and analysis pertaining to social issues, which informs and supports ministry policy development, policy evaluation, program development and program administration. These records have significant evidential and informational value.			
	NOTE: Examples include research papers summarizing the findings of original research and evaluation projects, and research publications produced by the Research Branch, such as <i>InfoMonthly</i> and <i>Insight</i> .			
	NOTE: Files related to the development of reports and publications are classified under secondary 10700-20 Policy, program and research working files.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

10700	SOCIAL POLICY AND RESEARCH	A	SA	FD
-20	<b>Policy, program and research working files</b> (covers development, implementation, evaluation, and amendment of policy and programs and research projects) (includes surveys, questionnaires, tool kits, evaluation plans, information bulletins, presentations, background information, research materials, discussion papers, copies of briefing notes and draft policy) (arrange by policy, program or research project)  SO: when no longer required for operational or reference purposes  DE: These records have been appraised for destruction because the final policies and research reports/publications are fully retained under secondaries 10700-02 Policy - final and 10700-05 Research reports and publications.	SO	5y	DE
-30	<b>Policy interpretation and exception files</b> (covers requests for interpretation of policy and requests for approval of policy exceptions, received from program areas, primarily field offices) (arrange by policy)  SO: when no longer required for operational or reference purposes  FR: The government archives will fully retain policy interpretation and exception files because they provide contextual support to the approved policies fully retained under secondary 10700-02 Policy - final. These records have evidential and information value because they document how policy was interpreted and how exceptions to policies were approved on a case specific basis.	SO	5y	FR

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 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 \(SBC 2002, c. 41\)](#).

This includes records relating to the provision of client benefits, bus passes, employment and training programs, family maintenance assistance, funeral and seniors' income supplements.

NOTE: Health supplement services are covered under Section 3 of this ORCS.

## SECTION 2 TABLE OF CONTENTS

### CLIENT BENEFITS

30000 - 34999

30000	CLIENT BENEFITS - GENERAL
30100	BUS PASS SUBSIDY
30400	EMPLOYMENT AND LABOUR MARKET SERVICES
30500	FAMILY MAINTENANCE ASSISTANCE
30600	FUNERAL SUPPLEMENT
30700	SENIORS' SUPPLEMENT

## **30000 CLIENT BENEFITS - GENERAL**

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, the welfare file, the IA file and the EA file.

Historically, the client's benefit file may also have contained 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; residential care facilities and alcohol and drug facilities; and copies of approval/denials for health supplements and disability designations may also have been found in the benefit file.

This primary also covers appointment and enquiry forms, voucher booklets, and the client's benefit file as well as the benefit data stored in the Management Information System (MIS).

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

For ICM case level retention periods, see Section 4Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For library/reference materials, see [ARCS secondary 358-20](#).

For planning and performance reporting, see [ARCS primary 400](#).

For portals used by clients to interface with the ministry, see Section 4.

For returned client mail, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

For routine reports of temporary usefulness, see special schedule 102901 (*Transitory Records*).

For system descriptions, see the Systems Section.

The ministry OPR is the Employment and Assistant Centres unless otherwise noted below. See specific secondaries for OPR retention schedules.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<b>30000</b>	<b>CLIENT BENEFITS - GENERAL</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-00 Policy and Procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this ORCS.			
	NOTE: For policy development, see secondary 10700-20.			
	<b>-01 General</b>	CY+2y	nil	DE
	<b>-02 Appointment and enquiry forms</b> (includes prior contact report and HR80A forms) (arrange by monthly batch, then by name)	SO+3m	nil	DE
	SO: when batched			
	NOTE: This secondary covers interactions with a client that did not proceed to the formal application stage, typically due to the client not appearing for their application interview. Also referred to as "no-shows."			
	<b>-03 Voucher booklets</b> (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 30000-20.			
PIB	<b>-20 Client benefit case files</b> (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, repayments, debt recovery and general supplements not covered elsewhere in this ORCS) (arrange by client's file number)	SO+12m	9y	DE
	SO: when case is closed, and destruction selection criteria have been met (e.g., client has no outstanding debt)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30000	CLIENT BENEFITS - GENERAL	A	SA	FD
	<p>10y: The ten year retention period allows for tracking and analysis of client activity if an investigation is required.</p> <p>DE: Client benefit case files that are not in the custody of the government archives upon approval of this schedule have been re-appraised from selective retention to destruction. The re-appraisal rationale is based on the following:</p> <ul style="list-style-type: none"> <li>The government archives has an adequate sample of employment and assistance client case files spanning 1945 to the early 2000s (see GR-0130 and records transferred under schedule 105061 (<i>GAIN (Guaranteed Available Income for Need) case files</i>))</li> <li>Employment and assistance benefits are approved or denied based on rule-based decision making that is adequately documented in the following records, which are fully retained: legislative program records (ARCS secondaries <a href="#">140-03</a> and <a href="#">140-60</a>); ministry manuals (including sample forms), rate tables, and program descriptions (10700-02) and other -00 secondaries throughout this ORCS; policy interpretation and exception files (10700-30) and research reports and publications (0700-05).</li> </ul> <p>NOTE: New physical case files ceased being created December 1, 2011 (see the ICM System description for more details). Records are now scanned to ICM and then batch-filed. For ICM data retention periods, see Section 4.</p> <p>NOTE: This secondary replaces and supersedes schedules 105061 (<i>GAIN (Guaranteed Available Income for Need) case files</i>) and 870118 (<i>Client I.D. Letters (H.R. 56, Control Copy)</i>) and subsequent administrative amendments. It also replaces and supersedes schedule 105069 (<i>GAIN outstanding accounts files</i>).</p>			
PIB/VR	<p><b>-25 Client benefit data</b></p> <p>(covers the following MIS data: client benefits “GA file” and related history data (e.g., person record), client payment history data, client tax (T5007), and time-limits data in the Time Limits Web Application)</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30000	CLIENT BENEFITS - GENERAL	A	SA	FD
	<p>OPR: Service Delivery Division and Financial and Administrative Services Branch</p> <p>SO: when file has been closed for 10 years, and deletion selection criteria, if applicable, have been met (see secondary note for selection criteria)</p> <p>10y: The ten year retention period allows for tracking and analysis of client activity if an investigation is required.</p> <p>NOTE: The deletion of the MIS "GA file" and related history data triggers the deletion of the client payment history data, client tax data, and the time limits data.</p> <p>NOTE: Prior to data deletion, the system will check to ensure that deletion selection criteria have been met. Examples of criteria are:</p> <ul style="list-style-type: none"> <li>• File has no active alerts</li> <li>• File has no outstanding debt</li> <li>• File has no debt repayment activities within the past 10 years</li> <li>• No one is sponsored or is another client's sponsor</li> <li>• No one who was a key player or spouse on the file is actively involved in an open investigation on this or any other file type</li> <li>• No one who was a key player or spouse on the file has an active sanction, and in the case of lifetime sanctions, the sanction end date equals the date of the sanctioned person's death</li> </ul>			
PIB	<p><b>-30 Client benefit NCM records</b> (No Case Made) (includes client identification, client income documentation, application, and data stored in MIS) (arrange by client's surname)</p> <p>SO: when file has been closed for 1 year, and destruction/deletion selection criteria, if applicable, have been met</p> <p>NOTE: This secondary covers applicants who have not met the eligibility criteria to qualify for income assistance or who have abandoned the application.</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30000	CLIENT BENEFITS - GENERAL	A	SA	FD
PIB	<b>-35 Sponsorship default case files</b> (covers sponsorship of ministry client identification and client income documentation) (includes application for sponsorship, Citizenship and Immigration Canada documentation, repayment schedules, MIS printouts, and correspondence) (arrange by client's surname)  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.	SO+1y	6y	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 30100 BUS PASS SUBSIDY

Records relating to determining eligibility, processing applications and payment, and issuing subsidized bus passes. Eligibility is determined by ministry policy and typically limited to persons with low incomes, disabilities and seniors age 60 and older.

A combination application/invoice is sent out annually to eligible applicants for completion and payment. Payment is accepted by cheque, money order or via a financial institution.

Once fully implemented, the Integrated Case Management System (ICM) will be the system of record for bus pass subsidies. Prior to ICM, supplements were tracked and processed in the BC Bus Pass System. Selected data, necessary to process current supplements, was migrated from the BC Bus Pass System to ICM.

For bus pass case data held in ICM, see section 4Section 4.

For contracts, see [ARCS primary 1070](#).

For cooperation and liaison with the federal government, see [ARCS primary 230](#).

For financial reports, see [ARCS primary 1180](#).

For information technology systems development files, see [ARCS primary 6450](#).

For planning and performance reports, see [ARCS secondary 400-20](#).

For reports and statistics (not covered elsewhere), see [ARCS secondary 440-20](#).

For routine reports of temporary usefulness, see special schedule 102901 (*Transitory Records*).

For system descriptions, see the Systems Section.

For temporary data files, such as the data sent to the contractor who issues the bus passes, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is the Provincial Services Contact Centre unless otherwise noted below. See specific secondaries for OPR retention schedules.

30100	BUS PASS SUBSIDY	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Policy and Research Division			
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	CY+2y	nil	DE
<b>-02</b>	<b>Bus pass client correspondence</b> (covers client correspondence and complaints)	CY	7y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

<b>30100</b>	<b>BUS PASS SUBSIDY</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	(includes notices and assessments)			
	8y: The retention period is sufficient for client tracking purposes.			
	NOTE: Secondary 30100-02 replaces and supersedes schedule 870652 ( <i>Bus Pass Program Correspondence</i> ).			
	<b>-03 (superseded by the special schedule 206175 (<i>Redundant Source Records</i>))</b>			
	NOTE: Secondary 30100-03 replaces and supersedes schedule 870652 ( <i>Bus Pass Program Correspondence</i> ).			
<b>PIB</b>	<b>-25 Bus pass client data</b> (covers data stored in the BC Bus Pass System)	<b>CY+7y</b>	<b>nil</b>	<b>DE</b>
	8y: The retention period ensures that payment records are retained for a period consistent with accounts receivable records scheduled under <a href="#">ARCS primary 935</a> . The retention is also adequate to respond to client inquiries and for data entry verification purposes.			
	NOTE: With the Records Officer's approval, paper records that have been scanned and verified may be destroyed under the special schedule 206175 ( <i>Redundant Source Records</i> ).			

END OF PRIMARY

**30400 EMPLOYMENT AND LABOUR MARKET SERVICES**

Records relating 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 all unemployed British Columbians seeking work, including ministry income assistance clients and disability assistance clients.

Effective April 2, 2012, the Employment Program of British Columbia (EPBC) is the ministry's one-stop employment program. EPBC replaces Labour Market Development Agreement (LMDA) employment programs and services, and provincial employment programs for BC Employment Assistance (BCEA) recipients – including British Columbia Employment Program (BCEP), Community Assistance Program (CAP), Bridging Employment Programs (BEP) and Employment Program for Persons with Disabilities (EPPD) – that were available prior to April 2, 2012.

Several non-ministry funded employment programs and services may also be available to clients eligible for BCEA, including the following: Canada-BC Labour Market Agreement (LMA), Aboriginal Skills and Employment Training Strategy (ASETS), the Opportunities Fund, and the Youth Employment Strategy.

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 Revised Bridging Program (RBP) Work Connections, Employability Skills, Self-Employment Training (SET), Workplace-based Training, Jobs Partnership Program (JPP), Vocational Rehabilitation Services (VRS), Public Service Training Program (PSTP) Job Placement Program (JP), Training For Jobs (TFJ), Training For Jobs - English as a Second Language (TFJ ESL), Confirmed Job Supplement (CJS), Client Orientation, and Employment Program for Persons with Disabilities (EPPD). EPPD included Pre-Employment Services (PES), Planning and Employment Services, Disability Supports, and Self-Employment Service (SES) for persons with disabilities.

The employment program is delivered by contractors and service providers who work with the clients and report on their progress. Client file handling procedures are outlined in the contract.

Once fully implemented, the Integrated Case Management System (ICM) will be the system of record for employment and labour market services case management. The following systems were previously used: Bridging Employment Program (BEP), British Columbia Employment Program (BCEP), Community Assistance Program (CAP), Employment Program for Persons with Disabilities (EPPD), Job Placement Programs (and its predecessor the Job Partnership Program) (JP), Revised Bridging Program (RBP), Skills, Training Accountability Registry (STAR), and Training for Jobs (TJ). The Management

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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Information System (MIS) was also updated with client information on a regular basis. Selected data, necessary to provide services to current clients, will be migrated from the legacy systems to ICM.

For exception reports, see [ARCS secondary 6820-25](#).

For executive issues, see [ARCS secondary 280-40](#).

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For library/reference materials, see [ARCS secondary 358-20](#).

For policy and program planning records, see primary 10700.

For statistical reports, see [ARCS primary 440](#).

For system descriptions, see the Systems Section.

For transitory data files such as raw data tables, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is Employment and Labour Market Services Division Headquarters & Regional Offices unless otherwise noted below. See specific secondaries for OPR retention schedules.

<b>30400</b>	<b>EMPLOYMENT AND LABOUR MARKET SERVICES</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b> (covers program specific procedures)	SO	5y	FR
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	CY+2y	nil	DE
<b>-02</b>	<b>(superseded by secondary -25 Employment services client data)</b>			
PIB	<b>-20 Employment services client case files</b> (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) (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) (arrange by program, service provider and then alphabetically by client's surname)	SO	7y	DE
	SO: when case is closed			
	7y: The retention period provides an adequate period after the case closes for quality assurance, client tracking, and future eligibility determination.			

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30400	EMPLOYMENT AND LABOUR MARKET SERVICES	A	SA	FD
PIB	<b>-25 Employment services client data</b> (covers data stored in the various legacy employment services databases and data exported to Excel and PDF/A formats)  SO: when case is closed and when no longer required for quality assurance, client tracking and future eligibility determinations.  NOTE: The retention period ensures that the records are retained for the duration of the active case plus an additional period of time to allow for quality assurance, client tracking, and future eligibility determination.	SO	nil	DE
	<b>-30 Employment services provider contract management files</b> (includes but not limited to final approved contract, change orders, amendments, contract monitoring and contract relationship records, service delivery performance and status reports, and correspondence) (arrange by contract, or if volume warrants, by activity)  SO: upon expiry or termination of the contract and conclusion of all extensions to the contract  7y: The retention period is based on the branch's need to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability and also provides a reasonable period of time for the legal value of the records to be extinguished.  DE: Employment service provider contract management files may be destroyed upon the authority of the Records Officer because policy and procedures documenting the delivery of employment services, including authorities and responsibilities, are fully retained under secondaries 30400-00 and 10700-02.  NOTE: For the contract tendering process, see <a href="#">ARCS secondary 1070-30</a> .	SO	7y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 30500 FAMILY MAINTENANCE ASSISTANCE

Records relating to providing assistance, in cooperation with the Ministry of Justice and 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 \(SBC 2002, c. 40\)](#) and the [Employment and Assistance for Persons with Disabilities Act \(SBC 2002, c. 41\)](#), the Ministry of Social Development and Poverty Reduction is authorized to represent and act on behalf of their clients.

Family maintenance data is stored in the Integrated Case Management System (ICM), the Management Information System (MIS) and the Client Transaction System (CTS). All of the electronic family maintenance reports are accessed through the Management Analysis and Reporting System (MARS), which is a tool for accessing the Ministry Corporate Data Warehouse.

NOTE: The Family Maintenance Program was closed effective September 1, 2015. Any open files were closed on this date.

For financial reports, see [ARCS primary 1180](#).

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For planning and performance reports, see [ARCS secondary 400-20](#).

For reports and statistics (not covered elsewhere), see [ARCS secondary 440-20](#).

For routine reports of temporary usefulness, see special schedule 102901 (*Transitory Records*).

For system descriptions, see the Systems Section.

The ministry OPR is Regional Offices and Employment and Assistance Centres (EACs) unless otherwise noted below. See specific secondaries for OPR retention schedules.

30500	FAMILY MAINTENANCE ASSISTANCE	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b> (closed secondary)	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b> (closed secondary)	FY+2y	nil	DE
-02	<b>Family maintenance monthly printed reports</b> (closed secondary)	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30500	FAMILY MAINTENANCE ASSISTANCE	A	SA	FD
	(includes caseload management reports and month end reports)			
	NOTE: These reports have no value past three months.			
	<b>-03 Family maintenance reports</b> (closed secondary) (electronic records)	FY+6y	nil	DE
	NOTE: These reports are accessed through MARS.			
	<b>-04 Family maintenance tracking</b> (closed secondary) (spreadsheets)	SO	nil	DE
PIB	<b>-20 Family maintenance client case files</b> (closed secondary) (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 retention period is required for long term reactivation of case files and allows for tracking and analysis of client activity if an investigation is required.			
PIB	<b>-25 Family maintenance client data</b> (closed secondary) (covers client history data in the Family Maintenance Program (FM) module of MIS)	SO+20y	nil	DE
	SO: when the file is closed			
	20y: The retention period is required for long term reactivation of case files and allows for tracking and analysis of client activity if an investigation is required.			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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30500	FAMILY MAINTENANCE ASSISTANCE		A	SA	FD
PIB	-30	<b>Family maintenance client NCM case files</b> (closed secondary) (No Case Made) (covers legal and financial documentation) (arrange by client's surname)  SO:      when the file is determined to be NCM	SO+1y	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 30600 FUNERAL SUPPLEMENT

Records relating to payment of necessary funeral costs of any person who dies in BC if the estate of the deceased person or any responsible person has no immediate resources to meet these costs. The deceased person or the person's family does not need to be a BC Employment and Assistance (EA) recipient to qualify for the supplement.

The ministry attempts to reclaim expenses by pursuing personal and other government funds such as banks, the WorkSafe BC and the Canadian Pension Plan (CPP) death benefit. Funeral services include cremation, burial and any other funerary practices.

The service provider (funeral home, cemetery, or crematorium) completes the funeral services billing form, attaches an invoice, and submits for payment. Staff at Employment and Assistance Centres (EAC) review the funeral service billing form for accuracy, authorize payment and initiate cost recovery procedures where applicable. The Financial and Administrative Services Branch (FASB) handles funeral expense payments and accounts receivable for funds recovered relating to the funeral expenses.

The Integrated Case Management System (ICM) is now the system of record for funeral supplements.

For accounts payable for funeral expenses records, see [ARCS primary 925](#).  
For accounts receivable from other agencies for the recovery of funds related to funerals, see [ARCS primary 935](#).  
For funeral-related records held on the EA case file, see secondary 30000-20.  
For ICM case level retention periods, see Section 4.  
For tracking sheets, see ARCS secondary 100-05 [ARCS secondary 100-05](#).

The ministry OPR is Employment and Assistance Centres unless otherwise noted below. See specific secondaries for OPR retention schedules.

30600	FUNERAL SUPPLEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	NOTE: For policy development, see secondary 10700-20.			
<b>-01</b>	<b>General</b>	FY+2y	nil	DE
<b>-02</b>	<b>Accommodation extensions</b> (closed – do not create new files under this secondary)	FY	6y	DE
	NOTE: Responsibility for this function transferred to the			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

30600	FUNERAL SUPPLEMENT	A	SA	FD
	British Columbia Housing Management Commission in 2004/2005.			
-03	<b>Funeral supplements</b> (includes a copy of the funeral expense contract with relatives of deceased, Personal Name Search (PNS), copy of personal tax information (i.e., T4) and copy of death certificate, copy of invoices and funeral services billing, and correspondence with estate executors, public trustee, WorkSafe BC), Canadian Pension Plan (CPP), banking institutions, and next of kin) (arrange by monthly batch)  NOTE: This secondary covers copies of funeral supplement records created prior to the introduction of scanning and the use of the Client Transaction System (CTS) and the Integrated Case Management System (ICM). Originals were sent to FASB for accounts payable/receivables purposes and are classified and scheduled under the appropriate ARCS secondaries ( <a href="#">925</a> and <a href="#">935</a> ). Handling procedures for the copies varied across the province. They were either batch filed or in some cases, if the supplement involved a client with an active EA case, filed on the applicable EA case, classified under secondary 30000-20.	FY	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 30700 SENIORS' SUPPLEMENT

Records relating to supplementing seniors' 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. Eligibility determination is based on information supplied by Service Canada (OAS/GIS) on behalf of Human Resources and Skills Development Canada (HRSDC).

Functions include: processing seniors' supplement payments, cheque issuance, responding to inquiries and auditing supplements issued to ensure clients are not over or underpaid. This involves regular communication with Service Canada to verify information and the adjudication of any overpayments or underpayments. Any adjustments are communicated to the client in a letter.

Once fully implemented, the Integrated Case Management System (ICM) will be the system of record for the seniors' supplement. Prior to ICM, supplements were tracked, processed and submitted for payment via the Seniors' Supplement System. Selected data, necessary to process current supplements, will be migrated from the Seniors' Supplement System to ICM.

For ad-hoc reports, such as the list of new clients, see [ARCS primary 440](#).

For financial reports and statistics, see [ARCS primary 1180](#).

For information technology systems development files, see ARCS primary 6450 [ARCS primary 6450](#).

For ICM case level retention periods, see Section 4.

For planning and performance reporting, see [ARCS primary 400](#).

For routine reports of temporary usefulness, see special schedule 102901 (*Transitory Records*).

For system descriptions, see the Systems Section.

For temporary data files see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

The ministry OPR is Provincial Services and Financial & Administrative Services Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

30700	SENIORS' SUPPLEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR

OPR: Office with primary responsibility for developing the policy and/or procedure

NOTE: For policy development, see secondary 10700-20.

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

30700	SENIORS' SUPPLEMENT	A	SA	FD
	<b>-01 General</b>	CY+2y	nil	DE
PIB	<b>-20 Seniors' supplement client case files</b> (includes OAS inquiry forms, correspondence, and cheque returns) (covers records relating to determining supplement eligibility, client status changes, overpayments and underpayments)	CY+1y	6y	DE
PIB	<b>-25 Seniors' supplement client data</b> (covers data stored in the Seniors' Supplement System)	CY+7y	nil	DE
	8y: The retention period ensures records are available to adjudicate retroactive entitlements, and for the six-year limitation period for commencing an action under the <a href="#">Financial Administration Act (RSBC 1996, c. 138)</a> (e.g., debt collection relating to overpayments), and for the six-year assessment period under the Income Tax Act <a href="#">Income Tax Act (RSC 1985, c.1-5, ss. 230(4) and 231.1)</a> . The retention period is also consistent with retention periods for financial and audit records classified in ARCS.			

END OF PRIMARY



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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### 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 \(SBC 2002, c. 40\)](#) and the [Employment and Assistance for Persons with Disabilities Act \(SBC 2002, c. 41\)](#).

Supplementary health services include: dental, orthodontic, optical, auditory, nutritional, medical equipment and supplies, and medical therapies. This section also includes records related to the adjudication of applications for disability designation.

**SECTION 3 TABLE OF CONTENTS**

**HEALTH SUPPLEMENT SERVICES**

40000 - 44999

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

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40000 HEALTH SUPPLEMENT SERVICES - GENERAL

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

Selected requests for health supplement services (e.g., requests for optical, dental and hearing instrument services) are adjudicated by a contracted third party (currently Pacific Blue Cross).

This primary covers the contract management records with the third party, client tracking data maintained by the ministry in the Care Analysis Tracking system (CATS), and adjudication and claims processing data maintained by the contracted third party in the Pacific Blue Cross System (PBCS).

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

For annual reports, see [ARCS secondary 400-02](#).

For contract related invoices, see [ARCS secondary 925-20](#).

For the contract tendering process, see [ARCS secondary 1070-30](#).

For health services program evaluation and planning, see primary 10700.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For library/reference materials, see [ARCS secondary 385-20](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40000	HEALTH SUPPLEMENT SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	5y	FR
	OPR: Policy & Research Division			
	FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this ORCS.			

NOTE: For policy development, see secondary 10700-20.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40000	HEALTH SUPPLEMENT SERVICES - GENERAL	A	SA	FD
	<b>-01 General</b>	CY+2y	nil	DE
	<b>-20 Health supplement services contract management files</b> (covers contract management records with the third party (currently Pacific Blue Cross) who is responsible for adjudicating selected types of health supplement requests) (includes but not limited to final approved contract, change orders, amendments, contract monitoring and contract relationship records, service delivery performance and status reports, and correspondence) (arrange by contract, or if volume mandates, by activity)  SO: upon expiry or termination of the contract and conclusion of all extensions to the contract  7y: The retention period is based on the branch's need to research the previous contract's activities during contract re-negotiation, ensures the records are available for fiscal accountability and also provides a reasonable period of time for the legal value of the records to be extinguished.  NOTE: For the contract tendering process, see <a href="#">ARCS secondary 1070-30</a> .	SO	7y	DE
PIB	<b>-25 Health supplements data - contracted service provider</b> (covers health supplements data maintained by the contracted service provider and stored in PBCS) (supersedes secondaries 40100-30 Dental and orthodontic supplement client data files and 40400-30 Optical supplement client data files)  SO: when no longer required to determine eligibility, process claims, or for statistical analysis purposes  NOTE: Scanned images are classified and scheduled under the applicable supplement type secondary (e.g., scans of vision supplement records are classified under secondary 40400-20).	SO	nil	DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40000	HEALTH SUPPLEMENT SERVICES - GENERAL	A	SA	FD
PIB	<b>-30 Health supplements tracking data - ministry</b> (covers data stored in CATS) (supersedes secondaries 40300-25 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, and 40900-30 Therapy supplement client data files)  SO: when no longer required for client tracking purposes	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40100 DENTAL AND ORTHODONTIC SUPPLEMENTS

Records relating to adjudicating requests and determining eligibility for dental and orthodontic services.

Eligibility is dependent on current ministry policy and is limited by time restrictions and by the client's past usage of supplements. Emergency dental supplements are approved on a case by case basis and may be provided to ineligible BC Employment and Assistance clients, but are otherwise treated as a normal dental supplement.

Effective November 1, 2014, all dental and orthodontic supplements, including exceptions, are adjudicated by a contracted service provider. Previously, responsibility was distributed between the ministry and the service provider, according to policy.

This primary also covers patient records created during the operation of the Dental Van, which provided dental services between 1998 and 2002/3.

This primary also covers data residing in the following: Dental Address Registry, Dental Van Database, and the Orthodontic Tracking System.

For dental remittances, see [ARCS primary 925](#).

For health supplement data stored in PBCS, see secondary 40000-25.

For health supplements tracking data stored in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For monthly monitoring reports and statistics, including the PBCS Dental claims details report, see ARCS secondaries [400-20](#) or [440-20](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

For third party contract management records, see secondary 40000-20.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40100	DENTAL AND ORTHODONTIC SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
-01	General	CY+2y	nil	DE
-02	Dental and orthodontics fee guides	SO+2y	5y	FR

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40100	DENTAL AND ORTHODONTIC SUPPLEMENTS	A	SA	FD
	OPR: Policy & Research Division			
	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.			
<b>-03</b>	<b>Dental Address Registry (DAR) data</b> (closed secondary) (covers contact data for dentists and dental offices stored in DAR)	SO	nil	DE
	SO: when no longer required for contact purposes			
	NOTE: This database is no longer being updated as contact information for dentists and dental offices is now available online.			
	NOTE: Because this is a simple defunct system, a System description was not prepared.			
<b>-04</b>	<b>Dental Van data</b> (closed secondary) (covers summary data about the Dental Van's activities stored in the Dental Van Database)	SO	nil	DE
	SO: when no longer required for tracking summary data about the Dental Van's activities			
	NOTE: Because this is a simple defunct system, a System description was not prepared.			
	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 40100-50).			
	NOTE: The Dental Van ceased operation in 2002/3.			
<b>-05</b>	<b>Dentist/denturist correspondence</b> (closed secondary) (covers College of Dental Surgeons notices and suspensions of dentists)	CY+2y	nil	DE
	NOTE: This secondary is no longer required as contact			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40100	DENTAL AND ORTHODONTIC SUPPLEMENTS	A	SA	FD
	information for dentists and dental offices is now available online.			
PIB	<b>-20 Dental supplement client case files</b> (covers both dental and orthodontic records maintained by the service provider; for orthodontic records maintained by the ministry, see secondary 40100-40) (includes claim forms, correspondence, pre-authorizations, assessments, treatment plans, and other supporting documentation) (arrange by last four digits of the of the PHN number)  SO: for claim records maintained by the service provider, when the claim is processed for payment; for plan members' correspondence and pre-authorizations maintained by the service provider, when decision is made to accept or reject service; for records maintained by the ministry, at the end of the calendar year  16y: The retention period is sufficient for eligibility determination purposes.  NOTE: This secondary replaces and supersedes schedule 105011 ( <i>Extraordinary Dental Services Case Files</i> ).	SO	16y	DE
	<b>-30 (superseded by secondary 40000-25 Health supplements data - contracted service provider)</b>			
PIB	<b>-40 Orthodontic supplement client case files</b> (covers orthodontic records maintained by the ministry; for orthodontic records maintained by the service provider, see secondary 40100-20) (includes claims, orthodontic assessments, decision letters and copies of reconsiderations and appeals) (arrange by calendar year, then alphabetically by client's surname)  16y: The retention period is sufficient for eligibility determination purposes.  NOTE: This secondary replaces and supersedes schedule 105009 ( <i>Orthodontic Case Files</i> ).	CY+1y	14y	DE
PIB	<b>-45 Orthodontic tracking data</b> (closed secondary) (covers data stored in the Orthodontic Tracking System)	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40100	DENTAL AND ORTHODONTIC SUPPLEMENTS	A	SA	FD
	SO: when no longer required for tracking orthodontic requests and decisions			
	NOTE: Because this is a simple defunct system, a System description was not prepared.			
PIB	<b>-50 Dental Van client case files</b> (closed January 2003) (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 retention period is sufficient for eligibility determination purposes			
	NOTE: The Dental Van ceased operation in 2002/3.			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40300 DISABILITY DESIGNATIONS

Records relating to adjudicating applications for Persons with Disabilities (PWD) designation. This involves the assessment, review, and registration of eligible individuals for disability benefits and services according to the [Employment and Assistance for Persons with Disabilities Act \(SBC 2002, c. 41\)](#). To be eligible for disability assistance, a person must meet the criteria for the (PWD) designation and be designated as such by the ministry. PWD is not a permanent designation and the minister has the authority to rescind an individual's designation. Recipients retain the PWD designation whether or not they continue to be financially eligible for disability assistance.

This primary also covers records relating to previous disability designations. Between 1976 and 1996, a disability designation of "handicapped person" was assigned according to the Guaranteed Available Income for Need Act (RSBC 1979, c. 158). After the introduction of the [Disability Benefits Program Act \(RSBC 1996, c. 97\)](#), individuals with "handicapped person" status had their files reviewed to determine their eligibility for the new status designations of Disability Benefits 1 and 2 (DB1 and DB2). The *Employment and Assistance for Persons with Disabilities Act* was proclaimed on September 30, 2002, and introduced the PWD designation. The DB2 designation evolved into the 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 Centres (EAC). The DB1 client files were not reclassified.

This primary also covers data stored in the Health Benefits Application Tracking System.

For health supplements tracking data held in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For PPMB designation records, see secondaries 30000-20, 30000-25, and 50100-25.

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40300	DISABILITY DESIGNATIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40300	DISABILITY DESIGNATIONS	A	SA	FD
	<b>-01 General</b>	CY+2y	nil	DE
	<b>-02 Health Benefits Application Tracking (HBAT) data</b> (closed September 30, 2002) (covers data in HBAT, which 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 data is no longer required for tracking purposes and when the research value is extinguished			
	NOTE: Because this is a simple defunct system, a System description was not prepared.			
PIB	<b>-20 DB1 designation client case files</b> (closed September 30, 2002 – do not create new files in this secondary) (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.			
	7y: The retention period ensures that the records are available for a reasonable period for case management purposes because individuals with this designation had to re-apply annually.			
	<b>-25 (superseded by secondary 40000-30 Health supplements tracking data - ministry)</b>			
PIB	<b>-30 Persons with Disabilities (PWD) designation approved client case files</b> (also covers previous designations - Gain for Handicapped and Disability Benefits Level 2 (DB2)) (includes application, medical and educational assessments, income information and approval letter) (arrange by Handicapped Status number (HS#))	SO	7y	DE
	SO: when client is deceased			
	7y: The retention period ensures that the records are available for the duration of the designation (currently, a one-time designation subject to			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40300	DISABILITY DESIGNATIONS	A	SA	FD
	reconsideration) plus a reasonable period for program tracking and analysis purposes.			
	NOTE: Prior to the introduction of scanning and due to the large volume, physical client case files were sent into active storage ninety (90) days after approval. A copy of the approval letter was placed on the client's benefits file under secondary 30000-20.			
PIB	<b>-35 Persons with Disabilities (PWD) designation denied client case files</b> (also covers previous designations - Gain for Handicapped and Disability Benefits Level 2 [DB2]) (includes application, medical and educational assessments, income information, and denial letter) (arrange by client's surname)  SO: when application is denied  15y: The retention period is based on legal counsel concerns of the potential legal value of the records in defending judicial review applications and civil litigation actions. The 15-year period is in accordance with the ultimate limitation period under the <a href="#">Limitation Act (SBC 2012, c. 13, s.38)</a> .	SO	15y	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40400 OPTICAL SUPPLEMENTS

Records relating to adjudicating requests and determining eligibility for optical supplements and services (e.g., eyeglasses and eye examinations).

Effective November 2014, all optical supplements, including exceptions, are adjudicated by a contracted service provider. Previously, responsibility was distributed between the ministry and the contracted service provider, according to policy.

For health supplement data stored in PBCS, see secondary 40000-25.

For health supplements tracking data stored in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For monthly monitoring reports and statistics, including PBCS optical claims details reports, see ARCS secondaries 400-20[400-20](#) or 440-20[440-20](#).

For optical remittances, see [ARCS primary 925](#).

For purchase orders, see [ARCS primary 825](#).

For reconsiderations and appeals, see primary 10600.

For third party contract management records, see secondary 40000-20.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40400	OPTICAL SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b>	CY+1y	nil	DE
PIB	<b>-20 Optical supplement client case files</b> (includes claim forms, correspondence, pre-authorizations, assessments, copies of prescriptions and other supporting documentation) (arrange by last four digits of the of the PHN number)	SO	7y	DE
	SO: for claim records maintained by the service provider, when the claim is processed for payment; for plan members' correspondence and pre-authorizations maintained by the service provider, when decision is made to accept or reject service; for records maintained by the ministry, at the end of the calendar year			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40400	OPTICAL SUPPLEMENTS	A	SA	FD
	7y: The retention period is sufficient to support replacement eligibility determinations.			
-30	(superseded by secondary 40000-25 Health supplements data - contracted service provider)			

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40500 MEDICAL EQUIPMENT SUPPLEMENTS

Records relating to adjudicating requests and determining eligibility for essential prescribed medical equipment (e.g., wheelchairs, orthoses and hearing equipment).

Effective April 1, 2015 a contracted service provider is responsible for adjudicating hearing aids requests.

For health supplement data stored in PBCS, see secondary 40000-25.

For health supplements tracking data stored in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For purchase orders, see [ARCS primary 825](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

For third party contract management records, see secondary 40000-20.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40500	MEDICAL EQUIPMENT SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-00 Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
	<b>-01 General</b>	CY+2y	nil	DE
PIB	<b>-20 Hearing equipment supplement recommendation client case files</b> (includes claims forms, correspondence, pre-authorizations, assessments, and other supporting documentation) (arrange by last four digits of the of the PHN number)	SO	7y	DE
	SO: for claim records maintained by the service provider, when the claim is processed for payment; for plan members' correspondence and pre-authorizations maintained by the service provider, when decision is made to accept or reject service; for records maintained by the ministry, at the end of the calendar year			
	7y: The retention period is sufficient to support replacement eligibility determinations.			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

40500	MEDICAL EQUIPMENT SUPPLEMENTS	A	SA	FD
PIB	<b>-30 Medical equipment supplement client case files</b> (includes assessments, client profile, medical equipment cover sheet, medical equipment request tracking sheet, medical equipment request and justification form and decision letter) (arrange alphabetically by client's surname)  SO: when the latest medical equipment request is four years old  7y: The retention period ensures that medical information, not duplicated in the data classified under secondary 40000-30, is available for a sufficient period to support replacement eligibility determinations.	SO	7y	DE
PIB	<b>-35 Orthotic equipment supplement client case files</b> (includes assessments, client profile, orthotics request tracking sheet, request for orthotics/bracing form, billing and decision letter) (arrange by year, then by client's surname)  7y: The retention period is sufficient to support replacement eligibility determinations.	CY	6y	DE
	<b>-40 (superseded by secondary 40000-25 Health supplements data – contracted service provider or 40000-30 Health supplements tracking data – ministry, as applicable)</b>			

END OF PRIMARY



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40600 MEDICAL SUPPLY SUPPLEMENTS

Records related to adjudicating requests and determining eligibility for essential prescribed medical supplies (e.g., incontinence and limb circulation supplies).

For health supplements tracking data stored in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For purchase orders, see [ARCS primary 825](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40600	MEDICAL SUPPLY SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b>	CY+2y	nil	DE
PIB	<b>-20 Medical supply supplement client case files</b> (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 and decision letter) (arrange alphabetically by client's surname)	SO	7y	DE
	SO: when the latest medical supply request is two years old			
	7y: The retention period is sufficient to support replacement eligibility determinations.			
-30	<b>(superseded by secondary 40000-30 Health supplements tracking data - ministry)</b>			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40700 MONTHLY NUTRITIONAL SUPPLEMENTS

Records relating to adjudicating requests and determining eligibility for prescribed monthly nutritional supplements (MNS). The MNS program, created in October 2001, provides funding directly to the client's monthly assistance cheque.

For the Diet Assistance Program, see secondary 30000-20.

For health supplements tracking data stored in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40700	MONTHLY NUTRITIONAL SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-00 Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
	<b>-01 General</b>	CY+2y	nil	DE
PIB	<b>-20 Monthly nutritional supplement (MNS) client case files</b> (includes practitioner assessments and recommendations, client profiles and application, Nutritional Products Request Tracking Sheet and approval or denial letter) (arrange alphabetically by client's surname)	SO	7y	DE
	SO: when supplement is denied, or if approved, when the client is no longer eligible to receive the supplement			
	7y: The retention period ensures that the records are retained for the client active period plus a reasonable period should the client re-apply for assistance.			
	<b>-30 (superseded by secondary 40000-30 Health supplements tracking data - ministry)</b>			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 40900 THERAPY SUPPLEMENTS

Records related to adjudicating requests and determining eligibility for essential extended medical therapy supplements. This involves adjudicating acupuncture, chiropractic, massage therapy, naturopathy, podiatry and physiotherapy supplement requests and approving extensions to coverage.

For health supplements tracking data held in CATS, see secondary 40000-30.

For ICM case level retention periods, see Section 4Section 4.

For information technology systems development files, see [ARCS primary 6450](#).

For reconsiderations and appeals, see primary 10600.

For system descriptions, see the Systems Section.

The ministry OPR is the Health Assistance Branch unless otherwise noted below. See specific secondaries for OPR retention schedules.

40900	THERAPY SUPPLEMENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and procedures</b>	SO	5y	FR
	OPR: Policy & Research Division			
	NOTE: For policy development, see secondary 10700-20.			
-01	<b>General</b>	CY+2y	nil	DE
PIB	<b>-20 Therapy supplement client case files</b> (includes practitioner assessments and recommendations, client profiles and application, Therapy Extension Request Tracking Sheet and decision letter) (arrange by calendar year, then alphabetically by client's surname)	SO	7y	DE
	SO: when supplement is provided or denied			
	7y: The retention period ensures that the records are retained for the current eligibility period plus a sufficient period to determine future eligibility.			
-30	<b>(superseded by secondary 40000-30 Health supplements tracking data - ministry)</b>			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 4

#### INTEGRATED CASE MANAGEMENT

#### PRIMARY NUMBERS

5 0 0 0 0 – 5 4 9 9 9

Section 4 covers records relating to the provision of ministry programs and services via the Integrated Case Management (ICM) System and its predecessor, the Client Transaction System. This includes the adjudication of applications for and case management of clients receiving income assistance; employment program services; bus pass supplement; seniors' supplement; and supplementary health services. Records relating to adjudicating applications for disability designation are also covered under this section as are records relating to family maintenance representation; detecting and investigating program fraud and debt recovery; and client reconsideration and appeals. This section also covers data retained in the My Self Serve Portal and Self Serve Assessment and Application (SSAA) Tool.

**SECTION 4 TABLE OF CONTENTS**  
**INTEGRATED CASE MANAGEMENT**

50000 - 54999

50100      INTEGRATED CASE MANAGEMENT

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### 50100 INTEGRATED CASE MANAGEMENT

Records relating to the delivery of ministry programs and services (detailed in Sections 1 through 3 of this ORCS) via the Integrated Case Management (ICM) System. ICM is aimed at providing a single- instance data system that enables integrated service delivery, with role-based access, across the spectrum of ministry programs.

This includes the adjudication of applications for and case management of clients receiving income assistance; employment program services; bus pass supplement; seniors' supplement; and supplementary health services. Data relating to adjudicating applications for disability designation are also covered under this primary as are data relating to family maintenance representation; detecting and investigating program fraud and debt recovery; and client reconsideration and appeals.

This primary also covers scanned images and notes retained in the Client Transaction System (CTS), ICM's predecessor and data retained in the My Self Serve Portal and Self Serve Assessment and Application (SSAA) Tool.

Deletion selection criteria are defined for some of the secondaries in this primary. Changes to criteria do not require a formal ORCS amendment. Detailed criteria and purge routine documentation will be maintained by the Ministry.

For records created prior to the introduction of CTS and ICM, see the relevant functional areas in sections 1 to 3 of this ORCS.

For returned client mail, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

For system descriptions, see the Systems Section.

For system development files, see [ARCS primary 6450](#).

The ministry OPR is the ministry unless otherwise noted below. See specific secondaries for OPR retention schedules.

50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	<b>Policy and Procedures</b>	SO	5y	FR
	OPR: Office with primary responsibility for developing the policy and/or procedure			
	FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this ORCS.			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
NOTE: For policy development, see secondary 10700-20.				
	<b>-01 General</b>	CY+2y	nil	DE
PIB	<b>-20 Bus pass case data</b> (covers bus pass case data and associated entity linkages stored in ICM)	SO	nil	DE
	SO: when case has been closed for 8 years, and deletion selection criteria, if applicable, have been met			
	8y: The retention period ensures that payment records are retained for a period consistent with accounts receivable records scheduled under <a href="#">ARCS primary 935</a> . The retention is also adequate to respond to client inquiries and for data entry verification purposes.			
PIB	<b>-25 Employment and assistance (EA) case data</b> (covers employment and assistance case data and associated entity linkages stored in ICM and CTS)	SO	nil	DE
	SO: when case has been closed for 10 years, and deletion selection criteria, if applicable, have been met (see secondary note for selection criteria)			
	10y: The retention period is necessary for re-activation purposes and allows for tracking and analysis of client activity if an investigation is required. The 10 year retention period is also consistent with the MIS purge routine (see secondary 30000-25).			
	DE: Employment and assistance case data has been appraised for destruction. Records documenting the development, evaluation, and evolution of benefit programs are adequately documented in the following records, which are fully retained: final annual reports ( <a href="#">ARCS secondary 400-02</a> ); final internal strategic and business plans ( <a href="#">ARCS secondary 400-10</a> ); legislative program records ( <a href="#">ARCS secondaries 140-03</a> and <a href="#">140-60</a> ); ministry manuals (including sample forms), rate tables, and program descriptions (10700-02) and other -00 secondaries throughout this ORCS; policy interpretation and exception files (10700-30) and research reports and publications (10700-05).			
	NOTE: Prior to data deletion, the system will check to ensure that deletion selection criteria have been met.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
	<p>Examples of criteria are:</p> <ul style="list-style-type: none"><li>• Contact has no active alerts</li><li>• Case has no outstanding debt</li><li>• Case has no debt repayment activities within the past 10 years</li><li>• No one is sponsored or is another client's sponsor (not a sponsored immigrant file and primary person not an immigrant sponsor)</li><li>• No one who was a key player or spouse on the EA case is actively involved in an open investigation on this or any other case type</li><li>• Contact has no active sanctions, and in the case of life-time sanctions, the sanction end date equals the date of the sanctioned contact's death</li><li>• No current or prior contact associated with the investigation has an active sanction, and in the case of lifetime sanctions, the sanction end date equals the date of the sanctioned contact's death</li><li>• Unfounded investigation-fraud incidents have been closed for 5 years</li><li>• Investigation-fraud incidents (non-sensitive/restricted) have been closed for 15 years</li><li>• Sensitive/restricted investigation-fraud incidents have been closed for a minimum of 20 years and the Criminal Investigation Unit, Prevention and Loss Management Services, has reviewed and approved the deletion</li><li>• Six months have elapsed since a client with an approved Persons with a Disability (PWD) designation is deceased</li><li>• Fifteen years have elapsed since a PWD denial</li><li>• There are no stop deletion requests placed on the case (e.g., for reconsideration and appeal purposes)</li></ul> <p>NOTE: For investigation cases, see secondary 50100-60. For employment and assistance cases relating to applicants deemed to have not met the eligibility criteria to apply for income assistance or who have abandoned the application, see secondary 50100-30.</p> <p>NOTE: The retention period for PWD approved designations ensures that the data is available for the duration of the designation (currently, a one-time designation subject to reconsideration). The retention period also ensures that the designations are available for review in the event of the introduction of new status designations. As a safeguard measure, an additional</p>			

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
	<p>six month retention period has been added, in the event that the death date has been entered in error.</p> <p>NOTE: The retention period for denied designations is based on legal counsel concerns of the potential legal value of the records in defending judicial review applications and civil litigation actions. The 15-year period is in accordance with the ultimate limitation period under the <a href="#">Limitation Act (SBC 2012, c. 13, s.38)</a>.</p> <p>NOTE: The retention period for investigation-fraud incidents ensures that data is available for tracking and analysis of client activity if future investigations are required, and provides a substantial period for clients to challenge an investigation. In the case of sensitive/restricted investigation-fraud incidents pertaining to internal employees, the retention period ensures the records are available for a reasonable period of time for employee disciplinary/hiring purposes. In the case of assistance provided to external agencies, it allows for follow-up and court purposes.</p> <p>NOTE: Examples of health supplements/designations adjudicated on the EA case are: Persons with Disability (PWD), Persons With Persistent Multiple Barriers (PPMB), Monthly Nutritional Supplement and any supplement that results in a monetary payment to the client. Investigation-fraud incidents may also be open on the EA case.</p>			
PIB	<p><b>-30 Employment and assistance (EA) case data - NCM</b> (covers employment and assistance case data and associated entity linkages relating to applicants deemed to have not met the eligibility criteria to apply for income assistance or who have abandoned the application stored in ICM and CTS)</p> <p>SO: when case has been closed for 1 year and deletion selection criteria, if applicable, have been met</p> <p>1y: The retention period is consistent with the MIS purge routine (see secondary 30000-30).</p>	SO	nil	DE
PIB	<p><b>-40 Employment programs case data</b> (covers employment programs case data and associated entity linkages stored in ICM)</p> <p>SO: when case has been closed for 7 years, and deletion</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
	selection criteria, if applicable, have been met			
	7y: The retention period ensures that the data are retained for the duration of the active case plus an additional period of time to allow for quality assurance, client tracking, and future eligibility determination.			
PIB	<b>-45 Family maintenance case data</b> (covers family maintenance case data and associated entity linkages stored in ICM and CTS)	SO	nil	DE
	SO: when case has been closed for 20 years, and deletion selection criteria, if applicable, have been met			
	20y: The retention period is required for long term reactivation of case files and allows for tracking and analysis of client activity if an investigation is required.			
	NOTE: The Family Maintenance Program ceased effective September 1, 2015. Any open cases were closed on this date.			
PIB	<b>-55 Health case data</b> (covers health case data and associated entity linkages stored in ICM and CTS)	SO	nil	DE
	SO: when case has been closed for 10 years, and deletion selection criteria, if applicable, have been met			
	10y: The retention period is sufficient to support replacement eligibility determinations and for the case to be re-activated should the client once again be receiving health supplements.			
	NOTE: The Health Assistance Branch receives a notification in ICM once the employment and assistance case closes. This triggers the closure of the health case.			
	NOTE: Examples of supplement types adjudicated on a health case include the following purchased on behalf of the client: medical equipment, positive airway pressure equipment, orthoses, short term nutritional supplements, infant formula, tube feed supplement, and medical supplies.			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT		A	SA	FD
PIB	<b>-60</b>	<b>Investigation case data</b> (covers investigation case data and associated entity linkages stored in ICM)  SO: when unfounded investigation case has been closed for 5 years; when sensitive/restricted investigation case has been closed for a minimum of 20 years and the Criminal Investigation Unit, Prevention and Loss Management Services, has reviewed and approved the deletion; and for all other investigations, when the case is closed for 15 years, and deletion selection criteria, if applicable, have been met (e.g., associated employment and assistance case has no outstanding debt and no current or prior contact associated with the Investigation has an active sanction, and in the case of lifetime sanctions, the sanction end date equals the date of the sanctioned contact's death)  NOTE: Effective Phase 2 of ICM, new investigations are opened as incidents (type: investigation - fraud) in ICM. Some investigation (IN) cases have been created in ICM. For these cases, the same retention criteria apply to the case as applies to IN data in MIS (see secondary 10500-55). For investigation - fraud incidents opened on the EA case or on a contact in ICM, see secondaries 50100-25 or 50100-75.	SO	nil	DE
PIB	<b>-62</b>	<b>My Self Serve Portal data</b> (covers data stored in the My Self Serve Portal)  SO: when operational and reference value has expired  NOTE: Data in the My Self Serve Portal database is uploaded and duplicated in ICM. ICM data is retained according to the applicable case secondaries covered under this section.  NOTE: For Self Serve Assessment and Application Tool (SSAA) data, see secondary 50100-64.	SO	nil	DE
PIB	<b>-64</b>	<b>Self Serve Assessment and Application (SSAA) data</b> (covers data in the Self Serve Assessment and Application Tool (SSAA))  OPR: Service Delivery Division  SO: when no longer required to support the application process or respond to client inquiries	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
NOTE: For My Self Serve Portal data, see secondary 50100-62.				
PIB	<b>-65 Seniors' supplement case data</b> (covers seniors' supplement case data and associated entity linkages stored in ICM)	SO	nil	DE
	SO: when case has been closed for 8 years, and deletion selection criteria, if applicable, have been met  8y: The retention period ensures records are available to adjudicate retroactive entitlements, and for the six-year limitation period for government claims under the <a href="#">Financial Administration Act (RSBC 1996, c. 138)</a> (e.g., debt collection relating to overpayments), and for the six-year assessment period under the <a href="#">Income Tax Act (RSC 1985, c.1-5, ss. 230(4) and 231.1)</a> . The retention period is also consistent with retention periods for financial and audit records classified in ARCS.			
PIB	<b>-70 Service provider data</b> (covers data stored in service provider entity tables in ICM)	SO	nil	DE
	SO: when status is changed to inactive, when no longer required to support the delivery of ministry programs and services, and when deletion selection criteria, if applicable, have been met (e.g., when determined that there are no outstanding invoices or open orders related to the service provider)			
	NOTE: A service provider is an individual, company or organization that is paid for goods and/or services provided to a ministry client. Examples of service provider information includes name, address, Corporate Accounting System (CAS) vendor ID, provider ID, corporate registration number, licence number, expertise, organization, and bank account information.			
PIB	<b>-75 Social services contact data</b> (covers contact data and associated entity linkages stored in ICM)	SO	nil	DE
	SO: when all case type retention periods associated with the contact have expired, and deletion selection criteria, if applicable, have been met; and when it is determined that the contact data is no longer			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
	required to support the delivery of ministry programs and services			
	<p>NOTE: Prior to data deletion, the system will check to ensure that deletion selection criteria have been met. Examples of criteria are:</p> <ul style="list-style-type: none"> <li>• Contact has no active alerts</li> <li>• Contact has no active sanctions, and in the case of life-time sanctions, the sanction end date equals the date of the sanctioned contact's death</li> <li>• Sensitive/restricted investigation-fraud incidents have been closed for a minimum of 20 years and have been approved for deletion by the Criminal Investigation Unit of Prevention and Loss Management Services.</li> <li>• Six months have elapsed since a client with an approved Persons with a Disability (PWD) designation is deceased</li> <li>• Fifteen years have elapsed since a PWD denial</li> </ul> <p>NOTE: The retention period for PWD approved designations ensures that the data is available for the duration of the designation (one-time designation subject to reconsideration). It also ensures that the designations are available for review in the event of the introduction of new status designations. As a safeguard measure, an additional six month retention period has been added, in the event that the death date has been entered in error.</p> <p>NOTE: The retention period for denied designations is based on legal counsel concerns of the potential legal value of the records in defending judicial review applications and civil litigation actions. The 15-year period is in accordance with the ultimate limitation period under the <a href="#">Limitation Act (SBC 2012, c. 13, s.38)</a>.</p>			
-85	<p><b>Social Services ICM data - other</b></p> <p>(covers ICM data which does not need to be retained for the duration of the associated case or contact retention period)</p> <p>SO: when operational and reference use has expired</p> <p>NOTE: Examples of data covered under this secondary include notifications, user defined deletions, or other entities (e.g., service requests or activities) not attached to a case, contact or service provider.</p>	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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50100	INTEGRATED CASE MANAGEMENT	A	SA	FD
NOTE: Service provider data is covered under secondary 50100-70.				
PIB	<b>-90 Temporary case data</b> (covers temporary case data and associated entity linkages stored in ICM and CTS)	SO	nil	DE
SO: when case has been closed for 10 years, and deletion selection criteria, if applicable, have been met				
10y: The retention period is consistent with the retention period for EA cases (see secondary 50100-25).				
NOTE: Temporary cases are opened primarily to provide services to non-clients. For example, in CTS, dummy "GA" numbers were assigned to enable the issuance of funeral supplements to non-clients. In ICM, temporary cases are opened for the same reason. This case type may also be opened to satisfy an emergent need for a non-client.				

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SOCIAL SERVICES

#### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

### SYSTEMS SECTION TABLE OF CONTENTS

<u>SECTION AND TITLE</u>	<u>PAGE NO.</u>
COMMON SYSTEM NOTES	3
BC BUS PASS SYSTEM (BUS PASS)	4
CANADA REVENUE AGENCY (CRA) INCOME VERIFICATION APPLICATION	6
CARE ANALYSIS TRACKING SYSTEM (CATS)	8
CLIENT TRANSACTION SYSTEM (CTS)	11
COMPLIANCE REVIEW LINKED SYSTEMS	14
FRAUD ALLEGATION REPORTING (FARS) PREVENTION & LOSS MANGEMENT (PLMS)	
EMPLOYMENT AND LABOUR MARKET SERVICES DATABASES (VARIOUS)	17
EXECUTIVE CALL TRACKING SYSTEM (CALL TRACK)	20
HEALTH ASSISTANCE RECONSIDERATION UNIT DATABASE (HARU)	22
INTEGRATED CASE MANAGEMENT CORPORATE DATA WAREHOUSE (ICM CDW)	24
INTEGRATED CASE MANAGEMENT SYSTEM (ICM)	26
MANAGEMENT ANALYSIS AND REPORTING SYSTEM (MARS)	30
MANAGEMENT INFORMATION SYSTEM (MIS)	33
MERLIN REACH BACK (MERLIN)	50
MINISTRY CORPORATE DATA WAREHOUSE	52
MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTERNET	54
MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTRANET	56
MY SELF SERVE PORTAL (MYSS)	58
OVERPAYMENT CALCULATOR (OPC)	60

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

PACIFIC BLUE CROSS SYSTEM (PBCS)	62
RECONSIDERATIONS AND APPEALS SYSTEM (RAS)	64
SELF SERVE ASSESSMENT AND APPLICATION TOOL (SSAA)	66
SENIORS' SUPPLEMENT SYSTEM	68
SERVICE REVIEW TRACKING SYSTEM (SRTS)	70



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SYSTEM SECTION: COMMON SYSTEM NOTES

#### Retention Schedules for the Systems

The data on the systems is classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System (ARCS)*, as indicated in the following descriptions. The systems themselves are all scheduled as follows:

Active	SO:	The system becomes superseded and obsolete when all data has been migrated to another system or documented elsewhere, or when all applicable retention schedules for the data have expired; see relevant classifications.
Semi-Active	nil:	There is no semi-active retention period assigned to systems.
Final Disposition	DE:	Each system will be destroyed when all data has been migrated to another system performing the same function, schedules covering the data have elapsed, or the data has been preserved elsewhere. For data retention details, see the applicable system overview.

## **BC BUS PASS SYSTEM (BUS PASS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Financial and Administrative Services Branch (FASB)  
Provincial Services Contact Centre

#### **System Title**

BC Bus Pass System (Bus Pass)

#### **Purpose**

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

#### **Historical Note**

The Integrated Case Management (ICM) (see ICM Overview) has replaced Bus Pass as the system of record for bus passes. Selected data, necessary to process current bus passes, was migrated to ICM.

#### **Information Content**

Bus Pass contains client data (e.g., name, birth date, contact information, past and present addresses, disability designation, 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**

Provincial Services Contact Centre or the contractor(s) input data and scan documents into Bus Pass. Bus Pass also receives data imported from the Old Age Security 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) (see MIS Overview).

##### **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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### **BC BUS PASS SYSTEM (BUS PASS)**

#### **Classification of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	30100-25	Bus pass client data	CY+7y	nil	DE
<b>Inputs</b>					
SSER	30100-02	Bus pass client correspondence	CY	7y	DE
206175		Redundant Source Records	SO	nil	DE
<b>Outputs</b>					
ARCS	ARCS 400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	ARCS 440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	1180-20	Period-end financial reports	FY+1y	6y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102901		Transitory Records	SO	nil	DE
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**CANADA REVENUE AGENCY (CRA) INCOME VERIFICATION APPLICATION**

**SYSTEM OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services

**System Title**

Canada Revenue Agency (CRA) Income Verification Application

**Purpose**

The purpose of the application is to request, view, and store various pre-defined and ad-hoc reports based on tax data received from the CRA. The application allows for more detailed reporting and viewing than is available via the Management Information System (see MIS Overview).

**Information Content**

Information consists of tax report request and report detail data stored on Oracle tables. The application is web-based. Queries are run against CRA tax data stored in MIS DB2 tables.

**Inputs, Processes, and Outputs**

Staff request and view reports via the web interface. A daily batch server process creates a file of all report requests that have not been processed and sends it to the mainframe. A batch process on MIS reads the Tax Person, Tax Year and Tax Detail DB2 tables for the data which matches the report requests and creates a result file. A batch process on the server then FTPs the report results and updates the Oracle tables.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### CANADA REVENUE AGENCY (CRA) INCOME VERIFICATION APPLICATION

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	Schedule FD
<b>Data in the System</b>					
SSER	10500-04	Data matches and reports	SO	nil	DE
<b>Outputs</b>					
SSER	10500-04	Data matches and reports	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**CARE ANALYSIS TRACKING SYSTEM (CATS)**

**SYSTEM OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Health Assistance Branch

**System Title**

Care Analysis Tracking System (CATS)

**Historical Note**

The Integrated Case Management (ICM) (see ICM Overview) replaced CATS as the system of record for medical supplements and assistance on April 2, 2012. CATS remains available to staff on a read-only basis. The data in CATS was not migrated to ICM.

**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 extended medical therapy. Dental and optical assistance is covered by the Pacific Blue Cross System (PBCS) (see PBCS Overview), 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 MIS 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.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

**CARE ANALYSIS TRACKING SYSTEM (CATS)****Classification of Records that Relate to the System**

<b>Schedule Code</b>	<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention A</b>	<b>Schedule SA</b>	<b>FD</b>
<b>Data in the System</b>					
SSER	40000-30	Health supplements tracking data - ministry	SO	nil	DE
<b>Inputs</b>					
SSER	40300-30	Persons with Disabilities (PWD) designation approved client case files	SO	7y	DE
SSER	40300-35	Persons with Disabilities (PWD) designation denied client case files	SO	15y	DE
SSER	40500-20	Hearing equipment supplement recommendation client case files	SO	7y	DE
SSER	40500-30	Medical equipment supplement client case files	SO	7y	DE
SSER	40500-35	Orthotic equipment supplement client case files	CY	6y	DE
SSER	40600-20	Medical supply supplement client case files	SO	7y	DE
SSER	40700-20	Monthly nutritional supplement (MNS) client case files	SO	7y	DE
SSER	40900-20	Therapy supplement client case files	SO	7y	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	925-20	Accounts payable files	FY+1y	6y	DE
SSER	40300-30	Persons with Disabilities (PWD) designation approved client case files	SO	7y	DE
SSER	40300-35	Persons with Disabilities (PWD) designation denied client case files	SO	15y	DE
SSER	40500-20	Hearing equipment supplement recommendation client case files	SO	7y	DE
SSER	40500-30	Medical equipment supplement client case files	SO	7y	DE
SSER	40500-35	Orthotic equipment supplement client case files	CY	6y	DE
SSER	40600-20	Medical supply supplement client case files	SO	7y	DE
SSER	40700-20	Monthly nutritional supplement (MNS) client case files	SO	7y	DE
SSER	40900-20	Therapy supplement client case files	SO	7y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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102902	Transitory Electronic Data Processing (EDP) Records	SO	nil	DE
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Schedule Code Key: *ARCS* = *Administrative Records Classification System*, schedule 100001  
*SSER* = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW



## **CLIENT TRANSACTION SYSTEM (CTS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Regional Operations

#### **System Title**

Client Transaction System (CTS)

#### **Purpose**

CTS was introduced in 2004. Functional access to CTS ceased in 2011, when it was replaced by the Integrated Case Management System (ICM) (see ICM Overview). Data and images stored in CTS were not migrated to ICM. However, CTS document history and comment history can be viewed by authorized staff via a tab in ICM.

CTS was used by the Ministry to link five areas of regional operations, including: telephone response and message management, document management, client summary information, workflow information and work distribution and priority balancing. A key feature of CTS was the storage of scanned images, linked to the relevant client physical file by the file identifier.

CTS was used by the following program areas: Family Maintenance Program (FMP), Employment and Assistance (EA), Health Assistance Branch (HAB) and Prevention and Loss Management Services (PLMS).

#### **Information Content**

CTS contains scanned images of income assistance, family maintenance, health assistance, and compliance review records. In addition, it contains profiles of the documents, such as file identifier, surname, first name, telephone number, and program area(s) associated with the client. Staff also entered the details of messages received from clients and message response status.

#### **Inputs**

Staff used a multi-function device (MFD) to scan documents into CTS. Once scanned, the paper documents were either placed on the appropriate client file or batch filed. Filing practices were based on the *Standards for Document Management Matrix*. Client files were arranged by client last name/first name; batches were arranged by either date received or date scanned.

In addition, staff directly entered document profiles and message details into CTS. CTS also interfaced with the Management Information System (MIS) (see MIS Overview), enabling staff to query MIS and automatically populate CTS fields. For example, a search on file ID would result in the name fields being automatically populated with MIS information.

#### **Processes**

Message management:

CTS recorded details of messages (a direct call, a voice mail message, or a message received over the counter from the client). It also assigned a priority to the message and was capable of sending an email notification relating to the message. It also tracked the status of the message, including when the

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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message was responded to and when it was considered complete. Messages were associated with a file ID.

### Image/Document Management:

The fax server and multifunction devices provided a way to capture and store documents as images. Imaged documents were profiled to a document set, defined as a group of related documents pertaining to a particular client, such as Family Maintenance or Income Assistance Case Management. A file ID was also associated with each imaged document. Each document was also assigned a document type, such as application, medical document, financial statement, etc.

### Client Summary:

CTS provided a “client at a glance” view that displayed a snapshot summary of pertinent information for a client. This information was gathered from specific MIS screens as well as messages and documents that were entered on CTS. This screen enabled workers to quickly review current MIS file information and CTS message and document information together. The Client Summary function enabled staff to display, update and complete document set details and message details, as well as adding comments to MIS. Comments added to the client summary were added to MIS and identified in MIS as CTS comments.

### Outputs

CTS data (consisting of counts of documents by type, by number of pages, etc.) was loaded daily to the Ministry Corporate Data Warehouse but this practice stopped once ICM was introduced. Document images were not copied to the Ministry Corporate Data Warehouse. CTS produced prints of scanned images and document sets. Document set comments added to CTS were copied to MIS. CTS also produced a variety of pre-defined reports, such as Active User, Activity Report - Current, Activity Report - Historical, Documents - Pending by Office, and Documents - Received and Completed.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### **CANADA REVENUE AGENCY (CRA) INCOME VERIFICATION APPLICATION**

#### **Classification of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	50100-25	Employment and assistance (EA) case data	SO	nil	DE
SSER	50100-30	Employment and assistance (EA) case data - NCM	SO	nil	DE
SSER	50100-45	Family maintenance case data	SO	nil	DE
SSER	50100-55	Health case data	SO	nil	DE
SSER	50100-90	Temporary case data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
102901		Transitory Records	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **COMPLIANCE REVIEW**

### **LINKED SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services (PLMS)

#### **System Title**

Compliance Review Linked Systems

- Fraud Allegation Reporting System (FARS)
- Prevention and Loss Management System (PLMS)

#### **Purpose**

This System Overview describes two stand-alone but interrelated systems used to identify fraud allegations and conduct compliance reviews: FARS and PLMS.

##### **FARS**

FARS is an interactive, web-based application used to manage, track, and report upon tips and allegations of fraud.

##### **PLMS**

PLMS is an interactive, web-based application used by the PLMS staff to prioritize and select cases for compliance reviews and to record the results of those reviews.

#### **Information Content**

##### **FARS**

Information content includes allegation number, details of the information provider, allegation details (e.g., client name, date of birth, address, “GA” file number, Personal Identification Number) and allegation type (e.g., undeclared income, undeclared status, stolen cheque).

##### **PLMS**

Information content includes data about the compliance project (e.g., case worker, status, dates, history, attribute type, file weight), client details (e.g., client name, “GA” file number) and the results of the review (e.g., investigation number, actions taken, review outcomes, overpayments, changes to client benefits and other financial repercussions). It also provides a link to FARS or to the incident or data match details.

#### **Historical Note**

The Integrated Case Management (ICM) System (see ICM Overview) replaced FARS as the system of record for fraud allegations on November 24, 2014. FARS remains available to staff on a read-only basis for historical information, viewable by searching in FARS for the “GA” or FARS allegation number. The data in FARS was not migrated to ICM. In addition, a new form was added to the ministry's public-facing web site, to enable the general public to report fraud. The information in the new Fraud Allegation Reporting (FAR) Online form (also referred to as the PLMS Portal), is then transferred into ICM.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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The PCE (Prevention, Compliance and Enforcement) application was renamed to PLMS in April 2006 as part of enhancements to add users from Prevention & Loss Management Services.

The File Review and Distribution System (FRD) was decommissioned with the launch of PLMS. However, FRD production code is still run monthly to create a data file that is loaded ad-hoc on to PLMS. The data file is produced via the Management Analysis and Reporting System (MARS) and identifies open assistance files for review based on a large number of risk factors and prioritizes the cases for review.

### Inputs

#### FARS

FARS data is manually entered by staff.

#### PLMS

PLMS data is manually entered as well as being uploaded from FARS. In addition, production jobs are run against data received from external organizations, such as the Canada Revenue Agency (CRA) and Provincial Student Loans, based on attributes identified as risk factors. The results of these jobs are listed in PLMS and referred to as data matches. Special projects may also identify compliance review projects and these will also be listed in PLMS.

### Processes/Outputs

#### FARS

FARS allegations are reviewed to determine next actions (e.g., Send to Investigative Office (IO), Send to Ministry Investigator (MI), Close, Send to Director). Files identified as "Send to IO" are listed on the PLMS System.

#### PLMS

PLMS prioritizes and distributes the cases identified by the various data sources as requiring a compliance review into one list. Cases on the list display the source(s), the attribute(s), or risk factor(s) that triggered the case for review, and a weight value. The weight value represents the predicted risk that the client is receiving assistance for which they are not eligible; the higher the weight, the higher the risk.

Cases are selected for review. Reviews may include a variety of third party checks, such as BC Assessment, Personal Property, Consumer Credit Report (Equifax), and Insurance Corporation of British Columbia (ICBC).

Review results are recorded on PLMS and transmitted electronically from PLMS to the Integrated Case Management System (ICM) in real time. Relevant records are also scanned to ICM (and previously the Client Transaction System (CTS)). Results are also loaded to the Management Information System (MIS) CRV screen. Outputs also consist of a variety of reports, including ad-hoc reports.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### COMPLIANCE REVIEW

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10500-13	Fraud allegation reporting data	SO	nil	DE
SSER	10500-33	Compliance review data - PLMS	SO	nil	DE
<b>Inputs</b>					
SSER	10200-20	Data warehouse data	SO	nil	DE
SSER	10500-13	Fraud allegation reporting data	SO	nil	DE
SSER	10500-35	Compliance review working case files	SO	NA	NA
SSER	10500-40	Compliance project proposal case files	SO	3y	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
SSER	Section 4				
<b>Outputs</b>					
SSER	10500-05	Detection and investigation statistical reports	CY+9y	nil	DE
SSER	10500-30	Compliance review data - MIS	SO	nil	DE
SSER	10500-35	Compliance review working case files	SO	NA	NA
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	Section 4				
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**EMPLOYMENT AND LABOUR MARKET SERVICES DATABASES (VARIOUS)**

**SYSTEM OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Employment and Labour Market Services Division (ELMSD)

**System Title**

Employment and labour market services databases (various)

**Purpose**

This overview describes a variety of obsolete databases which were developed to record, track, and report on the progress of clients enrolled in employment and labour market services programs. Some of the databases also had a financial administration function, including the production of invoices, tracking of program funds, and reconciliation of payments and reversals to and from the service provider.

Examples of obsolete databases:

- Bridging Employment Program (BEP)
- British Columbia Employment Program (BCEP)
- Community Assistance Program (CAP)
- Employment Program for Persons with Disabilities (EPPD)
- Job Placement Programs (and its predecessor the Job Partnership Program) (JP)
- Revised Bridging Program (RBP)
- Skills, Training Accountability Registry (STAR)
- Training for Jobs (TJ)

Obsolescence dates varied. Case management is now performed in the Integrated Case Management System (ICM) (see ICM Overview). A small percentage of data from some of the databases was converted to ICM for those clients that were transitioning from an old employment program to the Employment Program of British Columbia (EPBC), which was launched on April 2, 2012. However, converted data remains in the source systems.

**Information Content**

The information below is provided at a high-level, as specific content varied according to the database.

Client data included: tombstone data (name, contact information, age, region, Social Insurance Number, BC Employment and Assistance status, disability designation, personal identification number); data about the clients' participation in the program (dates, status and service provider); and data about the clients' employment objectives.

Service provider data included: tombstone data (name, address and contact information); ministry/provider's financial information (invoices, cheque requisitions, history, authorizations); payment information and the user ids used by the service provider to access the systems; name of the provider's program; and course information. In addition, details about the programs financial information were captured, including the provincial, regional and administrative area budgets, funding and payment approvals, expenditures, STOBs, and service lines.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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

#### Inputs

Inputs included the following, depending on the database:

#### Processes

The databases tracked the progress and status of a client enrolled in the various programs and depending on the database, also performed the following: calculated the payment due to a service provider based on the enrolment and the progress of the clients, validated funding approvals and financial information, performed bring forward function for caseworkers and summarized direct and indirect costs.

#### Outputs

Database outputs consisted of statistical reports, service provider invoices, and updates to MIS or CAS as applicable.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### **EMPLOYMENT AND LABOUR MARKET SERVICES DATABASES (VARIOUS)**

#### **Classification of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	30400-25	Employment services client data	SO	nil	DE
<b>Inputs</b>					
SSER	30400-20	Employment services client case files	SO	7y	DE
<b>Outputs</b>					
ARCS	440-20	Report and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	925-20	Accounts payable files	FY+1y	6y	DE
SSER	30000-25	Client benefit data	SO	nil	DE
SSER	30400-20	Employment services client case files	SO	7y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **EXECUTIVE CALL TRACKING SYSTEM (CALL TRAK)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Implementation and Stakeholder Relations

#### **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, Service BC and the public. The system is also used, in conjunction with the Service Review Tracking System (SRTS) (see SRTS Overview), to identify and address issues around service quality and administrative practices. Reconsiderations and appeals are handled through the Reconsiderations and Appeals System (RAS) (see RAS Overview).

#### **Historical Note**

Call Trak, SRTS and RAS are now defunct. Call Trak ceased being updated in 2012, following the dissolution of the Customer Service Unit. In addition, inquiries and complaints can now be tracked in the Integrated Case Management (ICM) (see ICM Overview).

#### **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) (see MIS Overview).

##### **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 Ministry Corporate Data Warehouse.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### EXECUTIVE CALL TRACKING SYSTEM (CALL TRACK)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10100-25	Customer inquiry data files	SO	nil	DE
<b>Inputs</b>					
SSER	10100-20	Inquiry case files	CY+2y	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10100-20	Inquiry case files	CY+2y	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **HEALTH ASSISTANCE RECONSIDERATION UNIT DATABASE (HARU)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Research, Innovation and Policy Division  
SDPR-MCFD Legislation, Litigation and Appeals Branch

#### **System Title**

Health Assistance Reconsideration Unit (HARU) Database

#### **Historical Note**

On December 12, 2003, the Reconsideration and Appeals System (RAS) superseded the HARU database (see RAS Overview). All the data from the HARU database has been transferred to RAS.

#### **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).

#### **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).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### HEALTH ASSISTANCE RECONSIDERATION UNIT DATABASE (HARU)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10600-35	Client reconsideration and appeal data and reports	SO	nil	DE
<b>Inputs</b>					
SSER	10600-40	Reconsideration and appeal case files	SO+6m	10y	DE
<b>Outputs</b>					
SSER	10600-35	Client reconsideration and appeal data and reports	SO	nil	DE
SSER	10600-40	Reconsideration and appeal case files	SO+6m	10y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **INTEGRATED CASE MANAGEMENT CORPORATE DATA WAREHOUSE (ICM CDW)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Ministry of Children and Family Development  
Ministry of Citizens' Services

#### **System Title**

Integrated Case Management Corporate Data Warehouse (ICM CDW)

#### **Purpose**

Implemented in July 2012, the ICM CDW is a web-enabled analytic and reporting tool, built on the Oracle Business Intelligence Enterprise Edition (OBIEE) platform, which provides access to interactive reports from a web browser. It was designed to provide insights into client demographics, service delivery, and provide the ministries with information needed to support client independence. The data warehouse is accessible from within the ICM system and is also available as a stand-alone application.

#### **Information Content**

ICM CDW is sourced solely from ICM, and contains nearly all data from all the programs that are using the ICM system. Exceptions include fields such as free-text fields greater than 255 characters (comments, narratives, etc.). The data in ICM CDW is transformed and modelled to serve analytical reporting needs. Data is updated once daily and kept consistent with ICM for all entities and relationships. CDW also provides "point in time" reporting capability through snapshots of data stored for major entities.

When records are hard deleted in ICM, the associated data in ICM CDW is only soft-deleted and filtered out from the reporting layer. The soft-deleted records remain in the ICM CDW database.

There is a custom security model to provide data privacy between ministries.

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

##### **Inputs/Processes**

The data warehouse collects information from ICM. Data is loaded automatically using Extract, Transform and Load (ETL) processes. This involves extracting data from the source systems, transforming the data into a structure that's more appropriate for reporting and analysis, and then loading the data into the data warehouse. The ICM CDW stores the data and its associated metadata, and performs calculations and extrapolations based on user queries.

##### **Outputs**

Outputs consist of reports and data that can be exported into spreadsheet, PowerPoint, PDF, web archive and data formats.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### INTEGRATED CASE MANAGEMENT CORPORATE DATA WAREHOUSE (ICM CDW)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	Schedule FD
<b>Data in the System</b>					
SSER	10200-20	Data warehouse data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10700-05	Research reports and publications	SO	5y	FR
SSER	10700-20	Policy, program and research working files	SO	5y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **INTEGRATED CASE MANAGEMENT SYSTEM (ICM)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction (SDPR)  
Service Delivery Division (previously known as Regional Services Division)  
Regional Operations

#### **System Title**

Integrated Case Management (ICM) System

#### **Purpose**

ICM is aimed at providing a single instance data system that enables integrated service delivery to ministry clients across the spectrum of ministry programs.

The system was implemented as part of the ICM project, a partnership between the ministries responsible for children and family development, social development, and citizens' services. This overview only covers records created by SDPR. For records created by the ministry responsible for children and family development, see the *Children and Families ORCS*, schedule 118669.

#### **Historical Note**

ICM has assumed responsibility for functions previously performed by the following systems: BC Bus Pass System, Client Transaction System (CTS), Care Analysis Tracking System (CATS), Fraud Allegation Reporting System (FARS), Reconsideration and Appeals System (RAS), and the Seniors' Supplement System.

The system was implemented in phases:

- Phase 1 - November 2010
- Phase 2 - April 2012
- Phase 3 - March 2013
- Phase 4 - November 2014

Once fully implemented, ICM is also scheduled to replace other ministry systems (e.g., MIS).

#### **Information Content**

Due to the single instance data model, ICM contains a comprehensive view of services provided to the client, including client demographics, details of benefit approvals/denials (e.g., income assistance, bus pass subsidy, seniors' income supplement, health supplements, employment programs, family maintenance assistance) and details of actions involving the client (e.g., fraud detection and investigation, sanctions, reconsiderations and appeals, complaints, and debt recovery).

Retention periods in ICM are assigned primarily at the contact and case level. Additional categories cover data which does not need to be retained for the duration of the associated case or contact (e.g., service provider tables and other supporting tables).

A contact is defined as anyone about whom information is captured. This can include any stakeholder that needs to be tracked in relation to a service request (used to capture a request for service, inquiry,



application, etc.) or case within ICM. Stakeholders may be clients, family members of clients, lawyers, service provider staff, general public, etc. Contacts may have one or more roles, such as applicant, recipient, member of the family unit, advocate, etc. Examples of key entities associated with a contact include sanctions, alerts, medical history, attachments (typically scanned documents), tax requests, and court orders.

A case acts as the central point for all information about particular services received by the client, linking all involved parties such as the client, service providers and case workers for the purpose of delivering services. A case can have multiple service requests associated to it. Currently, ICM has the following case types: bus pass, employment and assistance, employment programs, family maintenance, health case, seniors' supplement, and temporary. Examples of key entities associated with a case include activity plans, attachments (typically scanned documents), goals/outcomes, assessments, benefit plans, service orders, incidents, service plans, service requests, debt details, MIS cheque details, and audit trails.

### Inputs

Inputs into ICM are entered both manually by ministry staff and via automated system uploads from a variety of internal ministry systems (e.g., Management Information System (MIS) (see the MIS Overview) and via external systems, such as those maintained by Canada Post and the Canada Revenue Agency.

Although most inputs are entered by ministry staff and automated processes, people outside the ministry also have the opportunity to input information in certain circumstances. Clients receiving income or disability assistance can submit monthly reports, upload documents and communicate with ministry employees via client portals (e.g., My Self Serve Portal). Service providers can similarly use a portal to process invoices and upload supporting documentation.

A key component of ICM is the ability to attach scanned documents to a case/contact. The ministry has undertaken a comprehensive scanning program whereby staff use a multi-function device (MFD) to scan documents into ICM. Once scanned, the paper documents are either placed on the appropriate client file or batch filed. Prior to ICM, documents were scanned to the now obsolete Client Transaction System (CTS) (see CTS Overview) and the Bus Pass System (see Bus Pass System Overview). Prior to these obsolete systems, documents were retained in paper format.

NOTE: The development of specific retention schedules covering the paper records that have been scanned and verified was outside the scope of this *ORCS* amendment project. However, program areas have the option of completing an application to apply special schedule 206175 (*Redundant Source Records*), which authorizes the destruction of paper records that have been scanned and rendered redundant by accurate and authentic reproduction of themselves. The Bus Pass Program has adopted this model. If a program area wants to define a set period for the retention of their scanned paper records in off-site storage, then this can be done in a future *ORCS* amendment.

### Processes

Examples of processes performed in ICM include eligibility determination and data validation. Oracle Policy Automation (OPA) is used in ICM to automate certain decisions based on complex logic. The foremost example is to assist workers in determining case or benefit eligibility for programs such as Employment and Assistance (EA), Employment Program of BC (EPBC), Bus Pass, and Seniors' Supplement. OPA is also used to validate data in ICM, such as order and invoice amounts. OPA produces decision reports that explain the logic used to arrive at a decision, which are attached to the applicable case.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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Prior to data deletion, ICM will confirm that all deletion selection criteria have been met (e.g., that the client has no active alerts, no active sanctions and no outstanding debt).

NOTE: Deletion selection criteria have been defined for some case types. Changes to criteria do not require a formal ORCS amendment. Detailed criteria and purge routine documentation will be maintained by the Ministry.

### Outputs

Outputs from ICM include automated updates to other internal systems (e.g., Integrated Case Management Corporate Data Warehouse (ICM CDW), Ministry Corporate Data Warehouse, and MIS (see relevant System Overviews). Selected data is also shared externally with provincial program areas (e.g., BC Mail Plus) and federal ministries (e.g., Service Canada). Outputs also include reports, forms, and correspondence.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### INTEGRATED CASE MANAGEMENT SYSTEM (ICM)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	50100-20	Bus pass case data	SO	nil	DE
SSER	50100-25	Employment and assistance (EA) case data	SO	nil	DE
SSER	50100-30	Employment and assistance (EA) case data - NCM	SO	nil	DE
SSER	50100-40	Employment programs case data	SO	nil	DE
SSER	50100-45	Family maintenance case data	SO	nil	DE
SSER	50100-55	Health case data	SO	nil	DE
SSER	50100-60	Investigation case data	SO	nil	DE
SSER	50100-65	Seniors' supplement case data	SO	nil	DE
SSER	50100-70	Service provider data	SO	nil	DE
SSER	50100-75	Social services contact data	SO	nil	DE
SSER	50100-85	Social Services ICM data - other	SO	nil	DE
SSER	50100-90	Temporary case data	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **MANAGEMENT ANALYSIS AND REPORTING SYSTEM (MARS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Corporate Services Division  
Information Management Branch  
and  
Research, Innovation and Policy Division  
Research Branch

#### **System Title**

Management Analysis and Reporting System (MARS)

#### **Purpose**

MARS is a data warehouse that allows for databases and data sets to be viewed in a common format via a standard web browser. The purpose is to provide an intranet based repository of integrated corporate information presented in a series of subject specific data marts. A data mart presents a number of subject or program related reports.

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 workload planning.

Two additional data warehouses are used by the Ministry: Ministry Corporate Data Warehouse and the Integrated Case Management (ICM) Data Warehouse. See relevant System Overviews for more information.

#### **Historical Note**

MARS is scheduled to be decommissioned.

#### **Information Content**

MARS contains data extracted primarily from the Management Information System (MIS). In addition, Stats V, a subset of the MARS environment that is specific to the Research Branch, contains data extracted from external agencies (e.g., Federal Government and BC Stats). All of this data is a copy from other databases.

MARS also contains metadata, extrapolated data and calculations not contained in any other database.

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

##### **Inputs/Processes**

Data is loaded automatically using Extract, Transform and Load (ETL) processes. This involves extracting data from the source systems, transforming the data into a structure that's more appropriate for reporting and analysis, and then loading the data into the data warehouse. MARS stores the data and its associated metadata, and performs calculations and extrapolations based on user queries.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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### Outputs

MARS outputs consists of reports, charts, indicators, spreadsheets, and maps derived from user queries.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### MANAGEMENT ANALYSIS AND REPORTING SYSTEM (MARS)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	Schedule FD
<b>Data in the System</b>					
SSER	10200-20	Data warehouse data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10700-05	Research reports and publications	SO	5y	FR
SSER	10700-20	Policy, program and research working files	SO	5y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **MANAGEMENT INFORMATION SYSTEM (MIS)**

### **SYSTEM WITH SUBSYSTEMS OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction (SDPR)  
Service Delivery Division (previously known as Regional Services Division)

#### **System Title**

Subsystem Titles

BC Benefits

Central Registry (CR)

Compliance Review Screens

Family Maintenance Program (FM)

Investigations (IN)

Purchase Authorization (PA)

#### **Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

#### **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 responsible for children and family development. The data entered and accessed by that ministry is not accessible by SDPR and vice versa (see the *Children and Families ORCS*, Schedule 118669).

#### **Information Content**

MIS is mainframe application 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 (e.g., 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

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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the Overview 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 Compliance Review Screens in MIS detail compliance review actions pertaining to a client.

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.

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. 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.



## **BC BENEFITS**

### **SUBSYSTEM OVERVIEW**

#### **(SUBSYSTEM OF MIS)**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)

#### **System Title**

Management Information System (MIS)

#### **Subsystem Title**

BC Benefits

#### **Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

#### **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) and 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 (e.g., 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 (e.g., 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) (see Overview) in order to fill in additional client data (e.g., contact information and client history and current status with the ministry).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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The Self Serve Assessment and Application Tool (SSAA) (see SSAA Overview) uploads pre-application data to MIS.

The now defunct Time-Limits Web Application uploaded data to MIS and received data from MIS. When person data is purged from MIS, the related time-limits data is correspondingly purged from the Time Limits Application. Because Time Limits is a defunct application, a separate system overview has not been completed.

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

### 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.

Prior to data deletion, MIS will confirm that all deletion selection criteria have been met (e.g., no active alerts, no active sanctions and no outstanding debt). Electronic destruction includes deletion of the file and related segments from IMS databases, and related information from DB2 tables. If persons involved in the file have no other file involvements, the person is also deleted, along with related DB2 information. An audit log of the IMS data deleted is produced. Archived history log data that meet specific criteria is also deleted.

Changes to deletion selection criteria do not require a formal ORCS amendment. Detailed selection criteria and purge routine documentation will be maintained by the Ministry.

### 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 for cheque printing. A data file for income reporting is sent to Canada Revenue Agency (CRA) annually. Debt recovery files are transferred to the Revenue Management System.

### Historic Note

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### BC BENEFITS

#### Classification of Records that Relate to the Subsystem

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	10300-25	Debt recovery transaction data	SO+10y	nil	DE
SSER	30000-25	Client benefit data	SO	nil	DE
SSER	30000-30	Client benefit NCM records	SO	nil	DE
<b>Inputs</b>					
ARCS	985-20	Bank account files	SO+1Y	nil	DE
SSER	10300-20	Debt recovery review case files	SO	7y	DE
SSER	10500-03	Client signed cheque stubs	CY+2y	7y	DE
SSER	30000-03	Voucher booklets	FY+1y	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
SSER	50100-64	Self Serve Assessment and Application (SSAA) data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	1050-09	Financial transaction batches	FY+1y	6y	DE
ARCS	1180-40	Report working records and support detail	SO	6y	DE
SSER	10300-20	Debt recovery review case files	SO	7y	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
SSER	30000-30	Client benefit NCM records	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

**CENTRAL REGISTRY (CR)**

**SUBSYSTEM OVERVIEW**

**(SUBSYSTEM OF MIS)**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)

**System Title**

Management Information System (MIS)

**Subsystem Title**

Central Registry (CR)

**Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

**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, Social Insurance Number (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 (e.g., Employment and Assistance Centres, Prevention, Prevention and Loss Management (PLMS) 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 and Skills Development Canada (HRSDC).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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### 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.

Prior to data deletion, MIS will confirm that all deletion selection criteria have been met (e.g., no active alerts, no active sanctions and no outstanding debt). Electronic destruction includes deletion of the file and related segments from IMS databases, and related information from DB2 tables. If persons involved in the file have no other file involvements, the person is also deleted, along with related DB2 information. An audit log of the IMS data deleted is produced. Archived history log data that meet specific criteria is also deleted.

Changes to deletion selection criteria do not require a formal *ORCS* amendment. Detailed selection criteria and purge routine documentation will be maintained by the Ministry.

### 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.

Data files used for client file matching are sent to the Ministry of the Justice and 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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### CENTRAL REGISTRY (CR)

#### Classification of Records that Relate to the Subsystem

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	30000-25	Client benefit data	SO	nil	DE
<b>Inputs</b>					
SSER	10500-03	Client signed cheque stubs	CY+2y	7y	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10700-20	Policy, program and research working files	SO	5y	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

## **COMPLIANCE REVIEW SCREENS**

### **SUBSYSTEM OVERVIEW**

#### **(SUBSYSTEM OF MIS)**

##### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services (PLMS)

##### **System Title**

Management Information System (MIS)

##### **Subsystem Title**

Compliance Review Screens

##### **Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

##### **Purpose**

The Compliance Review Screens in MIS detail compliance review actions and notes pertaining to a client.

##### **Information Content**

Compliance Review Screens in MIS include details of the compliance review, including the source/initiative (e.g., Canada Revenue Agency, Fraud Allegation Reporting System, Prevention and Loss Management System (PLMS), and data matches) as well as details of the compliance review, such as actions taken, third party checks conducted, and worker notes.

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

PLMS staff do no data entry directly into the MIS CRV screens. Instead, compliance review data is uploaded from the PLMS System into MIS once “complete” button is entered by PLMS staff. Outputs consist of screen prints and reports.

Note: Compliance review data is purged when the “GA” file is purged. The process that deletes old files invokes P611 which includes deleting any information for the file from the Compliance Review tables (calls routine HMISGGA).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### COMPLIANCE REVIEW SCREENS

#### Classification of Records that Relate to the Subsystem

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	10500-30	Compliance review data - MIS	SO	nil	DE
<b>Inputs</b>					
SSER	10500-33	Compliance review data - PLMS	SO	nil	DE
<b>Outputs</b>					
SSER	10500-05	Detection and investigation statistical reports	CY+9y	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400



**FAMILY MAINTENANCE PROGRAM (FM)**

**SUBSYSTEM OVERVIEW**

**(SUBSYSTEM OF MIS)**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services (PLMS)

**System Title**

Management Information System (MIS)

**Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

**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 (e.g., 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 Overview.

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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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### 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 Ministry Corporate Data Warehouse (see Overview). Screen prints and reports may also be printed for inclusion in client files and program files.

Monthly data files are sent to FMEP.

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)*.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### **FAMILY MAINTENANCE PROGRAM (FM)**

#### **Classification of Records that Relate to the Subsystem**

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	30500-25	Family maintenance client data	SO+20y	nil	DE
<b>Inputs</b>					
SSER	30500-20	Family maintenance client case files	SO+2y	18y	DE
<b>Outputs</b>					
SSER	30500-02	Family maintenance monthly printed reports	SO	nil	DE
SSER	30500-03	Family maintenance reports	FY+6y	nil	DE
SSER	30500-20	Family maintenance client case files	SO+2y	18y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

**INVESTIGATIONS (IN)**

**SUBSYSTEM OVERVIEW**

**(SUBSYSTEM OF MIS)**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services (PLMS)

**System Title**

Management Information System (MIS)

**Subsystem Title**

Investigations (IN)

**Historical Note**

The Integrated Case Management (ICM) System (see ICM Overview) replaced IN as the system of record for investigations as of April 2012, when information on investigations was transferred to the ICM system (using the Incident-Investigation Fraud function). IN remains available through MIS as read-only for historical information.

**Purpose**

IN is used to record, track, and report on the progress of all Employment and Assistance (EA) fraud investigations.

**Information Content**

IN contains data about the client being investigated (e.g., name, Social Insurance Number (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**

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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### INVESTIGATIONS (IN)

#### Classification of Records that Relate to the Subsystem

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	10500-55	Fraud investigation data	SO	nil	DE
<b>Inputs</b>					
SSER	10500-02	Client information - micrographic	SO	nil	DE
SSER	10500-03	Client signed cheque stubs	CY+2y	7y	DE
SSER	10500-12	CRA printouts	SO+1y	nil	DE
SSER	10500-50	Fraud investigation case files	SO+1y	14y	DE
SSER	10500-60	Fraud investigation - unfounded (Code 11) files	SO	5y	DE
SSER	10500-65	Sensitive/restricted investigation files	SO	nil	DE
<b>Outputs</b>					
SSER	10500-05	Detection and investigation statistical reports	CY+9y	nil	DE
SSER	10500-50	Fraud investigation case files	SO+1y	14y	DE
SSER	10500-60	Fraud investigation - unfounded (Code 11) files	SO	5y	DE
SSER	10500-65	Sensitive/restricted investigation files	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

**PURCHASE AUTHORIZATION (PA)**

**SUBSYSTEM OVERVIEW**

**(SUBSYSTEM OF MIS)**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Management Services Division  
Financial and Administrative Services Branch (FASB)

**System Title**

Management Information System (MIS)

**Subsystem Title**

Purchase Authorization (PA)

**Historical Note**

MIS functionality is in transition due to the implementation of the Integrated Case Management (ICM) System (see ICM Overview). This Overview reflects functionality prior to the implementation of ICM.

**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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### PURCHASE AUTHORIZATION (PA)

#### Classification of Records that Relate to the Subsystem

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the Subsystem</b>					
SSER	30000-25	Client benefit data	SO	nil	DE
<b>Inputs</b>					
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**MERLIN REACH BACK (MERLIN)**

**SYSTEM OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Employment and Labour Market Development Division (ELMSD)

**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.

**Historical Note**

Merlin was decommissioned February 2, 2005.

**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 MIS Overview). 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 HRDC.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### MERLIN REACH BACK (MERLIN)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10000-10	Decommissioned ministry applications and websites	SO	nil	DE
<b>Inputs</b>					
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Outputs</b>					
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **MINISTRY CORPORATE DATA WAREHOUSE**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Corporate Services Division  
Information Management Branch

#### **System Title**

Ministry Corporate Data Warehouse

#### **Purpose**

The data warehouse collects and stores 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 management. Originally created in 2005, it has been expanded and enhanced to include data from many of the ministry's program specific databases as well as from several databases outside of the ministry.

Two additional data warehouses are used by the Ministry: Management Analysis Reporting System (MARS) and the Integrated Case Management (ICM) Data Warehouse (See Overviews).

#### **Information Content**

The data warehouse contains data from most of the databases in the ministry as well as data from other ministries (e.g., Corporate Accounting System (CAS) and Corporate Human Resource Information and Payroll System (CHIPS)). Significant examples of data includes: client contact, status and financial information, program activity and financial information. All of this data is a copy from the other databases.

The data warehouse also contains metadata, extrapolated data and calculations not contained in any other database.

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

##### **Inputs/Processes**

Data is loaded automatically using Extract, Transform and Load (ETL) processes. This involves extracting data from the source systems, transforming the data into a structure that's more appropriate for reporting and analysis, and then loading the data into the data warehouse. The data warehouse stores the data, its associated metadata and performs calculations and extrapolations based on the data.

##### **Outputs**

Outputs consist of reports created by or for various branches of the ministry.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### MINISTRY CORPORATE DATA WAREHOUSE

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	Schedule FD
<b>Data in the System</b>					
SSER	10200-20	Data warehouse data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10700-05	Research reports and publications	SO	5y	FR
SSER	10700-20	Policy, program and research working files	SO	5y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *sOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTERNET**

**WEB SITE OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction

Deputy Minister's Office

**Web Site Title and URL**

<http://www2.gov.bc.ca/gov/content?id=F3745847F1FD4EF3B8B3A169C2B472CA>

**Purpose**

The purpose of the internet web site is to provide access to information about the ministry's policies, programs and services. It also provides access to some electronic services.

**Information Content**

The 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 internet web site include:

- web site search capabilities;
- access to ministry news releases;
- access to electronic services such as the Self Serve Assessment & Application Tool
- 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.

**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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTERNET**

#### **Classifications of Records that Relate to the Web Site**

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Web Site</b>					
SSER	10000-03	Ministry internet/intranet web sites and pages	SO	nil	DE
<b>Records on the Web Site</b>					
ARCS	105-02	Organization charts and organization histories	SO	nil	FR
ARCS	105-20	Ministry/agency organization files	SO	nil	DE
ARCS	295-05	Staff biographical sketches or profiles	SO	nil	SR
ARCS	295-06	Telephone/contact lists	SO	nil	DE
ARCS	312-05	Completed publications (not covered elsewhere)	SO+1y	5y	SR
ARCS	320-40	Inquiry response management materials	SO	nil	DE
ARCS	324-20	Minister's speeches	SO	nil	DE
ARCS	324-40	Staff speeches and presentations	SO	nil	SR
ARCS	330-25	Media relations files	SO	nil	DE
ARCS	400-10	Final internal strategic and business plans	SO	nil	FR
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10700-02	Policy - final	SO	5y	FR
SSER	50100-64	Self Serve Assessment and Application (SSAA) data	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	6450	Information System Development and Changes			
ARCS	340	Communications, Website Development			

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTRANET**

**WEB SITE OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction

Deputy Minister's Office

**Purpose**

The purpose of the 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 intranet web site contains a variety of information, including ministry forms, ministry news, organization charts, policies and procedures, Q & A documents, research and statistics, and staff recognition.

**Web Site Features**

The web site features access to tools such as the Management Analysis Reporting System (MARS), the Online Resource (OLR), and links to external resources.

**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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INTRANET

#### Classifications of Records that Relate to the Web Site

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Web Site</b>					
SSER	10000-03	Ministry internet/intranet web sites and pages	SO	nil	DE
<b>Records on the Web Site</b>					
ARCS	105-02	Organization charts and organization histories	SO	nil	FR
ARCS	105-20	Ministry/agency organization files	SO	nil	DE
ARCS	295-05	Staff biographical sketches or profiles	SO	nil	SR
ARCS	295-06	Telephone/contact lists	SO	nil	DE
ARCS	312-05	Completed publications (not covered elsewhere)	SO+1y	5y	SR
ARCS	320-40	Inquiry response management materials	SO	nil	DE
ARCS	324-20	Minister's speeches	SO	nil	DE
ARCS	324-40	Staff speeches and presentations	SO	nil	SR
ARCS	330-25	Media relations files	SO	nil	DE
ARCS	400-10	Final internal strategic and business plans	SO	nil	FR
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	1070-03	Contractor eligibility list	SO	nil	DE
ARCS	1310-05	Award and recognition program information files	SO	nil	DE
ARCS	1560	Occupational safety, health, and accidents			
ARCS	1730	Training and development			
SSER	10200-20	Data warehouse data	SO	nil	DE
SSER	10700-02	Policy - final	SO	5y	FR
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	6450	Information System Development and Changes			
ARCS	340	Communications, Website Development			

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 13340

END OF OVERVIEW

## **MY SELF SERVE PORTAL (MYSS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)

#### **System Title**

My Self Serve Portal (MySS)

#### **Purpose**

The purpose of MySS is to allow clients receiving ministry assistance to access details of their file 24/7, to submit documents online (e.g., complete their monthly report (stub) and upload supporting documents electronically), and to provide an additional method for clients to communicate with the ministry.

MySS is a web-based application; the data resides in an Oracle Database.

#### **Information Content**

MySS contains client demographic information (e.g., name, birth date, and Social Insurance Number (SIN)), client file details, including monthly cheque amount and payment method, status of the client's monthly report (stub), annual earnings exemption limits, as well as important reminders and messages from the ministry. The database also contains attachments uploaded by the client.

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

Inputs/Processes/Outputs

Clients enter information directly into MySS or data can be uploaded to MySS via ICM. Information entered by the client into MySS is also uploaded to ICM, which is considered the master repository. Data uploaded to ICM is added to the applicable case/contact and retained for the applicable ICM retention period. The client is unable to alter the data once submitted so messages and attachments are identical in both systems.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### MY SELF SERVE PORTAL (MYSS)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	50100-62	My Self Serve Portal data	SO	nil	DE
<b>Inputs</b>					
SSER	Section 4	Relevant secondaries pertaining to ICM case management			
<b>Outputs</b>					
SSER	Section 4	Relevant secondaries pertaining to ICM case management			
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **OVERPAYMENT CALCULATOR (OPC)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Prevention and Loss Management Services

#### **System Title**

Overpayment Calculator (OPC)

#### **Purpose**

The purpose of OPC is to calculate client debt, ensure accuracy of calculations and consistent application of regulations, and produce an overpayment chart for distribution to the client. An overpayment occurs anytime a client receives assistance that they are not eligible to receive, either as a result of intentional or unintentional error on the part of the client or the ministry. Prior to the introduction of OPC, staff used manual tools and charts to calculate client debt.

The OPC is a central repository of all prior charts submitted. Locating and viewing charts in OPC is more efficient than searching for scanned charts stored in CTS or ICM. Moreover, OPC has functionality that alerts staff to the existence of a prior chart for the same timeframe, thereby ensuring that staff do not duplicate a debt.

#### **Information Content**

OPC contains the client name, legacy MIS (GA) file number and overpayment details. OPC was introduced in January 2006 and updated in April 2009. It is a Web-based system, with data stored on Oracle tables.

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

##### **Inputs**

OPC data is manually entered by staff and populated electronically via the Management Information System (MIS) (see MIS Overview). Information populated by MIS includes cheque payment details based on the date range queried.

##### **Processes/Outputs**

OPC calculates client overpayments and produces an overpayment chart. OPC communicates with MIS to retrieve security and payment data, and to push chart comments to MIS. Overpayment charts are also scanned and stored in the Integrated Case Management System (ICM) (see ICM Overview). Previously, they were scanned and stored in the Client Transaction System (CTS) (see CTS Overview).

Draft charts can be deleted up until the time they are submitted. Once submitted, the charts cannot be edited or deleted.

OPC produces various monthly reports for distribution to the regional offices.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### OVERPAYMENT CALCULATOR (OPC)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	Schedule FD
<b>Data in the System</b>					
SSER	10500-16	Overpayment Calculator data	SO	nil	DE
<b>Inputs</b>					
SSER	10500-50	Fraud investigation case files	SO+1y	14y	DE
SSER	10500-55	Fraud investigation data	SO	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
SSER	30000-25	Client benefit data	SO	nil	DE
SSER	Section 4	Relevant secondaries pertaining to ICM case management			
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
SSER	10500-05	Detection and investigation statistical reports	CY+9y	nil	DE
SSER	10500-30	Compliance review data - MIS	SO	nil	DE
SSER	10500-50	Fraud investigation case files	SO+1y	14y	DE
SSER	10500-55	Fraud investigation data	SO	nil	DE
SSER	30000-20	Client benefit case files	SO+12m	9y	DE
SSER	30000-25	Client benefit data	SO	nil	DE
SSER	Section 4	Relevant secondaries pertaining to ICM case management			
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **PACIFIC BLUE CROSS SYSTEM (PBCS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)  
Health Assistance Branch

#### **System Title**

Pacific Blue Cross System (PBCS)

#### **Purpose**

PBCS is the proprietary system of Pacific Blue Cross, the contracted service provider. PBCS records, tracks, and reports on the various health supplements adjudicated by PBC and assistance provided to eligible clients, as defined under the agreement with the ministry. It also provides payment to registered service providers.

Health supplements adjudicated by the Ministry are captured within the Integrated Case Management System (ICM) (previously by the Care Analysis Tracking System) (see ICM and CATS Overviews), not by PBCS.

#### **Information Content**

PBCS contains information necessary to determine client eligibility and benefit levels, process claims, and pay service providers. Client demographic information includes name, Personal Health Number, and birth date. Client request information includes request number assigned by PBCS, dates, payment information, request particulars, medical prescriptions, services provided, and the final decisions for each claim. Service provider data includes contact information, claims and payments, type of practitioner, and certification information.

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

##### **Inputs**

Enrollment information is uploaded to PBCS via data extract files received from the ministry. Some client information is also uploaded via data extracts from the Ministry of Health's Medical Services Program (MSP) database. Claims information is either manually entered by PBCS or received electronically via the service provider. Selected forms and correspondence are also being scanned and stored in PBCS.

##### **Processes**

When requests are received, the system determines eligibility and validates the claim. If approved, the system processes the claim for payment.

##### **Outputs**

PBCS outputs consist of custom and ad-hoc reports, service provider invoices, and service provider explanation of benefits statements. At this time, it does not update ICM or the Ministry Corporate Data Warehouse (see Ministry Corporate Data Warehouse Overview).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### PACIFIC BLUE CROSS SYSTEM (PBCS)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	40000-25	Health supplements data - contracted service provider	SO	nil	DE
<b>Inputs</b>					
SSER	40100-20	Dental supplement client case files	SO	16y	DE
SSER	40100-40	Orthodontic supplement client case files	CY+1y	14y	DE
SSER	40400-20	Optical supplement client case files	SO	7y	DE
SSER	40500-20	Hearing equipment supplement recommendation client case files	SO	7y	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	925-20	Accounts payable	FY+1y	6y	DE
SSER	40100-20	Dental supplement client case files	SO	16y	DE
SSER	40100-40	Orthodontic supplement client case files	CY+1y	14y	DE
SSER	40400-20	Optical supplement client case files	SO	7y	DE
SSER	40500-20	Hearing equipment supplement recommendation client case files	SO	7y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **RECONSIDERATIONS AND APPEALS SYSTEM (RAS)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Research, Innovation and Policy Division  
SDPR-MCFD Legislation, Litigation and Appeals Branch

#### **System Title**

Reconsiderations and Appeals System (RAS)

#### **Historical Note**

In 2012, Integrated Case Management (ICM) (see ICM Overview) replaced RAS as the system of record for newly opened reconsiderations and appeals. In 2013, RAS was decommissioned and relevant data needed for statistical, research and analysis purposes extracted to a flat file and stored on the branch's LAN drive.

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

#### **Purpose**

The purpose of RAS is to record, track, and report on reconsiderations and appeals for Employment and Assistance clients' who have been denied assistance or supplements.

#### **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).

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

##### **Inputs**

Inputs consist of staff data entry and data loaded from the Ministry Information System (MIS).

##### **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).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### RECONSIDERATIONS AND APPEALS SYSTEM (RAS)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10600-35	Client reconsideration and appeal data and reports	SO	nil	DE
<b>Inputs</b>					
SSER	10600-30	Client reconsideration and appeal analysis case files	SO+1y	9y	DE
SSER	10600-40	Reconsideration and appeal case files	SO+6m	10y	DE
<b>Outputs</b>					
SSER	10600-30	Client reconsideration and appeal analysis case files	SO+1y	9y	DE
SSER	10600-40	Reconsideration and appeal case files	SO+6m	10y	DE
SSER	10600-60	Reconsideration and appeal project case files	SO+1y	2y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **SELF SERVE ASSESSMENT AND APPLICATION TOOL (SSAA)**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)

#### **System Title**

Self Serve Assessment and Application Tool (SSAA)

#### **Purpose**

The purpose of the web-based SSAA is to enable applicants to assess their eligibility and apply for income assistance.

#### **Historical Note**

This system overview describes the interfaces between SSAA and the Management Information System (MIS) and the Integrated Case Management System (ICM).

#### **Information Content**

SSAA contains client demographic information (e.g., name, birth date, and Social Insurance Number (SIN)) and application details (e.g., application status, application status history, third party checks, abandon type, and appointment details).

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

##### **Inputs**

Applicants input their information directly into SSAA via the web interface. Optionally, the Employment and Assistance Worker (EAW) may create the application for the individual, with the individual over the phone or in person.

##### **Processes**

Applicants:

##### **Outputs**

SSAA uploads data to MIS and ICM.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### SELF SERVE ASSESSMENT AND APPLICATION TOOL (SSAA)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	50100-64	Self Serve Assessment and Application (SSAA) data	SO	nil	DE
<b>Outputs</b>					
SSER	30000-25	Client benefit data	SO	nil	DE
SSER	30000-30	Client benefit NCM records	SO	nil	DE
SSER	50100-25	Employment and assistance (EA) case data	SO	nil	DE
SSER	50100-30	Employment and assistance (EA) case data - NCM	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## **SENIORS' SUPPLEMENT SYSTEM**

### **SYSTEM OVERVIEW**

#### **Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Corporate Services Division (formerly 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 underpayment and overpayments to clients.

#### **Historical Note**

The Integrated Case Management System (ICM) (see ICM Overview) has replaced the Seniors' Supplement System as the system of record for supplements. Selected data, necessary to process current supplements, will be migrated from the Seniors' Supplement System to ICM.

#### **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 (e.g., electronic fund transfer (EFT) and cheque)). It also holds information about financial institutions (e.g., bank and transit number, and contact information) and overpayments and underpayment (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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### SENIORS' SUPPLEMENT SYSTEM

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	30700-25	Seniors' supplement client data	CY+7y	nil	DE
<b>Inputs</b>					
SSER	30700-20	Seniors' supplement client case files	CY+1y	6y	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
ARCS	1180-20	Period-end financial reports	FY+1y	6y	DE
SSER	30700-20	Seniors' supplement client case files	CY+1y	6y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

**SERVICE REVIEW TRACKING SYSTEM (SRTS)**

**SYSTEM OVERVIEW**

**Name of Creating Agency**

Ministry of Social Development and Poverty Reduction  
Service Delivery Division (previously known as Regional Services Division)

**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 Overviews.

**Historical Note**

SRTS, Call Trak and RAS are now defunct. STRS was decommissioned in 2010. Service quality complaints are now primarily tracked in logs.

**Information Content**

SRTS is an internet based Oracle database that contains summary data about the complaint.

**Inputs, Processes, and Outputs**

**Inputs**

Regional staff input the data into SRTS.

**Processes**

SRTS tracks service quality complaints.

**Outputs**

SRTS outputs consist of pre-established and ad hoc statistical reports and reports.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### SERVICE REVIEW TRACKING SYSTEM (SRTS)

#### Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
SSER	10100-35	Service quality client data files	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001  
SSER = *SOCIAL SERVICES ORCS*, schedule 133400

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: 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*.

Scope notes, qualifiers, secondary notes, and x-references have been extensively updated throughout this *ORCS*. A summary of key changes to titles, retention periods, and superseded secondaries are listed below.

<b>Section 1</b>	<b>SOCIAL SERVICES</b>			2017/12/14
<b>10000</b>	<b>SOCIAL SERVICES – GENERAL</b>			2017/12/14
10000-02	MARS web site	Obsolete. Superseded by secondary 10200-20 Data warehouse data.	Unchanged	2017/12/14
10000-03	Ministry internet web sites	Title changed to Ministry internet/intranet web sites and pages. Supersedes secondary 10000-04 Ministry intranet web site. SO definition changed from “when no longer required for reference purposes” to “when the web page is modified, altered, updated, redesigned, or web site is decommissioned”	SO definition updated	2017/12/14
10000-04	Ministry intranet web site	Obsolete. Superseded by secondary 10000-03 Ministry internet/intranet web sites and pages.	SO definition updated. See 10000-03	2017/12/14
10000-10	Decommissioned ministry applications and websites	New. Supersedes secondary 10200-40 Sponsorship debt database.	SO/nil/DE	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
<b>10100</b>	<b>CUSTOMER RELATIONS AND SERVICE QUALITY</b>	Title changed to CLIENT RELATIONS AND SERVICE QUALITY.		2017/12/14
10100-10	Complaints review and routing records	New secondary.	CY+1y/nil/DE	2017/12/14
10100-20	Customer inquiry case files	Title changed to Inquiry case files.	Reduced from CY+7y/nil/DE to CY+2y/nil/DE	2017/12/14
10100-25	Customer inquiry data files	Secondary closed. SO definition changed from “when the data has been converted to another electronic system or when the government no longer tracks inquiries about BC Employment and Assistance Services” to “when no longer required for trend analysis and research services.”	SO definition updated	2017/12/14
10100-30	Service quality client case files	Secondary closed. No records have been created under this secondary.	Unchanged	2017/12/14
10100-35	Service quality client data files	Secondary closed. SO definition changed from “when client is no longer receiving benefits and any outstanding debt has been resolved” to “when no longer required for trend analysis and reference purposes.”	Reduced from SO+12m/9y/DE to SO/nil/DE	2017/12/14
<b>10200</b>	<b>DATA MANAGEMENT</b>	Title changed to DATA WAREHOUSING AND BUSINESS INTELLIGENCE.		2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
10200-02	Special data requests	Obsolete. Superseded by ARCS secondaries 6000-20, 6820-20 and 6840-20.	Various new retentions as applicable	2017/12/14
10200-20	Corporate data warehouse data files	Title changed to Data warehouse data. SO definition changed from “when government no longer requires the data” to “when no longer required for analytical reporting.”	Unchanged	2017/12/14
10200-30	GAIN research databases	Obsolete. Superseded by secondary 10200-20 Data warehouse data.	Unchanged	2017/12/14
10200-40	Sponsorship debt database	Obsolete. Superseded by secondary 10000-10 Decommissioned ministry applications and websites. SO definition changed from “when all outstanding sponsorship issues on this database have been resolved or are considered superseded” to “when no longer required for operational and reference purposes.”	SO definition updated. SO/nil/DE	2017/12/14
<b>10300</b>	<b>DEBT RECOVERY</b>	Title changed to DEBT RECOVERY REVIEW.		2017/12/14
10300-20	Debt recovery case files	Title changed to Debt recovery review case files.	Unchanged	2017/12/14
10300-25	Debt recovery data files	Title changed to Debt recovery transaction data.	Increased from SO/7y/DE to SO+10y/nil/DE to reflect current MIS purge routine.	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
<b>10400</b>	<b>ELECTRONIC CLIENT SERVICES</b>	Primary closed. Secondaries are either obsolete or there is no evidence they were ever used.		2017/12/14
10400-00	Policy and procedures	Closed; no evidence this secondary was ever used.	N/A	2017/12/14
10400-01	General	Closed; no evidence this secondary was ever used.	N/A	2017/12/14
10400-02	Returned client mail	Obsolete. Superseded by special schedule 102902 ( <i>Transitory Electronic Data Processing (EDP) Records</i> ).	Unchanged	2017/12/14
10400-20	Client services web page development case files	Closed; no evidence this secondary was ever used. This secondary is not used by Web Services or Information Management Branch.	N/A	2017/12/14
<b>10500</b>	<b>FRAUD DETECTION AND INVESTIGATION</b>			2017/12/14
10500-02	Client information - micrographic	Retention period revised to allow micrographics to be retained until no longer required for investigation purposes	Changed from CY+9y/nil/DE to SO/nil/DE	2017/12/14
10500-04	Data matches	Title changed to Data matches and reports. Retention period changed.	Changed from FY+2y/nil/DE to SO/nil/DE	2017/12/14
10500-06	Fraud allegation ledger	Secondary closed.	Unchanged	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
10500-07	Fraud investigations file tracking ledger	Secondary closed.	Unchanged	2017/12/14
10500-08	Fraud referral ledger	Secondary closed.	Unchanged	2017/12/14
10500-09	Child care subsidy repayment agreements batch filed	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05
10500-12	CRA printouts	New	SO+1y/nil/DE	2017/12/14
10500-13	Fraud allegation reporting data	New	SO/nil/DE	2017/12/14
10500-16	Overpayment calculator data	New	SO/nil/DE	2017/12/14
10500-17	Overpayment notifications - batched	New	CY+1y/6y/DE	2017/12/14
10500-20	CCSP investigation case files	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05
10500-25	CCSP investigation data files	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).	N/A	2013/02/05

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
10500-30	Compliance review data files	Title changed to Compliance review data - MIS. SO definition changed from “when the data is superseded or obsolete or has been converted to another electronic system” to “when the associated employment and assistance data is destroyed.”	SO definition updated	2017/12/14
10500-33	Compliance review data - PLMS	New	SO/nil/DE	2017/12/14
10500-40	Compliance project proposal case files	Retention period changed to allow project files to be retained until the project is complete versus the previous retention period which was tied to a calendar year close date.	Increased from CY+2y/nil/DE to SO/3y/DE	2017/12/14
10500-55	Fraud investigation data files	Title changed to Fraud investigation data. SO definition changed to accommodate different retention periods for different types of investigative outcomes. This secondary now covers all investigation data.	Changed from SO+15y/nil/DE to SO/nil/DE	2017/12/14
10500-60	Fraud investigation – unfounded (Code 11) – data files	Title changed to Fraud investigation – unfounded (Code 11) files.	Increased from SO+14m/nil/DE to SO/5y/DE	2017/12/14
10500-65	Sensitive/restricted investigation files	New	SO/nil/DE	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
<b>10600</b>	<b>RECONSIDER- ATIONS AND APPEALS</b>			2017/12/14
10600-02	Summary of Appeal Tribunal decisions	Secondary closed.	N/A	2017/12/14
10600-35	Client reconsideration and appeal data files	Title changed to Client reconsideration and appeal data and reports. SO definition changed from “when the data has been converted to another electronic system” to “when no longer required for statistical, research and analytical purposes.”	SO definition updated	2017/12/14
10600-40	Non-regional client appeal case files	Title changed to Reconsideration and appeal case files. Supersedes secondaries 10600-50, 10600-80, and 10600-90. SO definition was “when the appeal decision is received.” New SO definition is “when the reconsideration decision is returned to client and the period allowed for initiation of an appeal has passed; if decision is appealed, when the appeal decision is received.”	Unchanged for appeal records; SO definition updated; Increased for reconsideration records	2017/12/14
10600-50	Non-regional client reconsideration case files	Obsolete. Superseded by secondary 10600-40 Reconsideration and appeal case files.	Increased from SO+6m/6m//DE to SO+6m/10y/DE; see secondary10600-40	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
10600-70	Reconsideration and appeal trend analysis case files	Obsolete. Superseded by secondary -35 Client reconsideration and appeal data and reports	Changed from CY+5y/nil/DE to SO/nil/DE	2017/12/14
10600-80	Regional client appeal case files	Obsolete. Superseded by secondary 10600-40 Reconsideration and appeal case files.	Unchanged; see secondary 10600-40	2017/12/14
10600-90	Regional client reconsideration case files	Obsolete. Superseded by secondary 10600-40 Reconsideration and appeal case files.	Increased from CY+1y/nil/DE to SO+6m/10y/DE; see secondary 10600-40	2017/12/14
<b>10700</b>	<b>SOCIAL POLICY AND PROGRAM DEVELOPMENT AND EVALUATION</b>	Title changed to SOCIAL POLICY AND RESEARCH.		2017/12/14
10700-02	Social policy - approved	Title changed to Policy - final.	Increased from SO/5y/SR to SO/5y/FR	2017/12/14
10700-03	Social policy progress tracking systems	Obsolete. Superseded by ARCS secondary 100-05 Lists, spreadsheets, and registers.	Unchanged	2017/12/14
10700-05	Research reports and publications	New secondary.	SO/5y/FR	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
10700-20	Social policy and program working case files	Title changed to Policy, program and research working files.	Unchanged	2017/12/14
10700-30	Social policy interpretation and advice case files	Title changed to Policy interpretation and exception files.	Unchanged	2017/12/14
<b>Section 2</b>	<b>CLIENT BENEFITS</b>			2017/12/14
<b>30000</b>	<b>CLIENT BENEFITS – GENERAL</b>			2017/12/14
30000-02	Appointment and enquiry forms	Active period changed to reflect current <i>ORCS</i> standards for representing retention periods involving months. Total retention period is unchanged.	Changed from 3m/nil/DE to SO+3m/nil/DE	2017/12/14
30000-20	Client benefit case files	SO definition clarified. Final disposition changed.	Changed from SO+12m/9y/SR to SO+12m/9y/DE	2017/12/14
30000-25	Client benefit data files	Title changed to Client benefits data. SO definition clarified. Deletion selection criteria updated. Was written as SO+10y/nil/DE but now SO/nil/DE with the 10 year retention covered under the SO period.	Unchanged total retention period. Changed from SO+10y/nil/DE to SO/nil/DE	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
30000-30	Client benefit NCM case files	Title changed to Client benefit NCM records. SO definition clarified. Was written as SO+1y/nil/DE but now 1 year retention covered under the SO definition. Total retention unchanged.	Changed from SO+1y/nil/DE to SO/nil/DE	2017/12/14
30000-35	Sponsorship default case files	New	SO+1y/6y/DE	2008/05/28
<b>30100</b>	<b>BUS PASS SUBSIDY</b>			2017/12/14
30100-02	Bus pass client correspondence	Retention period increased.	Increased from 6m/nil/DE to CY/7y/DE	2017/12/14
30100-03	Bus pass payment and application batches	Obsolete. Superseded by <i>Special Schedule for Redundant Source Records</i> , 206175.		2017/12/14
30100-25	Bus pass client data files	Title changed to Bus pass client data.	Changed from SO/nil/DE to CY+7y/nil/DE	2017/12/14
<b>30200</b>	<b>CHILD CARE SERVICES</b>	Superseded in 2013/02/05 by the <i>Child Care Subsidy Program Ongoing Records Schedule</i> (169600).		2013/02/05
<b>30300</b>	<b>EMERGENCY SOCIAL SERVICES</b>	Superseded in 2014/04/10 by the <i>Emergency Management Services ORCS</i> , Schedule 120776, primary 68720.		2014/04/10

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
<b>30400</b>	<b>EMPLOYMENT SERVICES</b>	Title changed to EMPLOYMENT AND LABOUR MARKET SERVICES.		2017/12/14
30400-02	Employment service – suppliers' client databases	Obsolete. Superseded by secondary -25 Employment services client data	N/A	2017/12/14
30400-20	Employment service client case files	Title changed to Employment services client case files. SO definition changed slightly from "when client files are transferred from service provider to government or when client file is closed if the program was run by the ministry to "when case is closed." Semi-active retention period unchanged.	SO definition updated	2017/12/14
30400-25	Employment service client data files	Title changed to Employment services client data. SO definition defined.	Unchanged	2017/12/14
30400-30	Employment services provider contract management files	New	SO/7y/DE	2017/12/14
<b>30500</b>	<b>FAMILY MAINTENANCE ASSISTANCE</b>			2017/12/14
30500-20	Family maintenance client case files	20 year rationale statement expanded to include additional justifications.	Unchanged	2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
30500-25	Family maintenance client data files	Title changed to Family maintenance client data.	Changed from SO+7y/13y/DE to SO+20y/nil/DE	2017/12/14
<b>30600</b>	<b>INDIGENT SERVICES</b>	Title changed to FUNERAL SUPPLEMENT.		2017/12/14
30600-02	Accommodation extensions	Secondary closed.	Unchanged	2017/12/14
30600-03	Indigent burials	Title changed to Funeral supplements.	Unchanged	2017/12/14
<b>30700</b>	<b>SENIORS' SUPPLEMENT</b>			2017/12/14
30700-20	Seniors' supplement client case files		Increased from CY+1y/5y/DE to CY+1y/6y/DE	2017/12/14
30700-25	Seniors' supplement client data files	Title changed to Seniors' supplement client data. SO definition was "when the data has been converted to another electronic system or when the program is no longer operated by the provincial government."	Decreased from SO/nil/DE to CY+7y/nil/DE	2017/12/14
<b>Section 3</b>	<b>HEALTH SUPPLEMENT SERVICES</b>			2017/12/14

For a full listing of the codes and acronyms used above, see [Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
<b>40000</b>	<b>HEALTH SUPPLEMENT SERVICES – GENERAL</b>			2017/12/14
40000-20	Health supplement services contract management files	New	SO/7y/DE	2017/12/14
40000-25	Health supplements data - contracted service provider	New. Supersedes secondaries 40100-30 Dental and orthodontic supplement client data files and 40400-30 Optical supplement client data files.	SO/nil/DE	2017/12/14
40000-30	Health supplements tracking data - ministry	New. Supersedes secondaries 40300-25 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, and 40900-30 Therapy supplement client data files.	SO/nil/DE	2017/12/14
<b>40100</b>	<b>DENTAL AND ORTHODONTIC SUPPLEMENTS</b>			2017/12/14
40100-03	Dental Address Registry (DAR)	Title changed to Dental Address Registry (DAR) data. Secondary closed.	SO definition updated	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40100-04	Dental Van database	Title changed to Dental Van data. Secondary closed.	SO definition updated	2017/12/14
40100-05	Dentist/denturist correspondence	Secondary closed.	Unchanged	2017/12/14
40100-20	Dental supplement client case files	16 year retention rationale statement re-worded. Previous wording was “the sixteen-year retention period covers the seven years required by the <i>Limitation Act</i> (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority.”	Unchanged total retention period.  Changed from CY+1y/14y/DE to SO/16y/DE to reflect how long PBC wants to keep records onsite.	2017/12/14
40100-30	Dental and orthodontic supplement client data files	Obsolete. Superseded by secondary 40000-25 Health supplements data – contracted service provider or 40000-30 Health supplements tracking data – ministry. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes. Previous SO statement was “upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.”	Updated SO definition, resulting in a reduced retention period for some case files.	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40100-40	Orthodontic supplement client case files	16 year retention rationale statement re-worded. Previous wording was "the sixteen-year retention period covers the seven years required by the <i>Limitation Act</i> (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority."	Unchanged	2017/12/14
40100-45	Orthodontic tracking data	New secondary.	SO/nil/DE	2017/12/14
40100-50	Dental Van client case files	16 year retention rationale statement re-worded. Previous wording was "the sixteen-year retention period covers the seven years required by the <i>Limitation Act</i> (RSBC 1996, c. 266) and also provides a reasonable time for clients to reach the age of majority."	Unchanged	2017/12/14
<b>40300</b>	<b>DISABILITY DESIGNATIONS</b>			2017/12/14
40300-02	Health Benefits Application Tracking (HBAT)	Title changed to Health Benefits Application Tracking (HBAT) data. Secondary closed. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes or when the research value is extinguished. Previous SO statement was "when database is obsolete or data is replicated in another database."	SO definition updated	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40300-25	Disability designation client data files	Obsolete. Superseded by secondary 40000-30 Health supplements tracking data - ministry. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes. Previous SO statement was "when the data is updated or when the client is removed from the MIS."	SO definition updated	2017/12/14
40300-35	Persons with Disabilities (PWD) designation denied client case files	Retention period reduced.	Reduced from CY/60y/DE to SO/15y/DE	2017/12/14
<b>40400</b>	<b>OPTICAL SUPPLEMENTS</b>			2017/12/14
40400-20	Optical supplement client case files	Retention period changed.	Total retention period unchanged. Changed from CY/6y/DE to SO/7y/DE to reflect how PBC wants manage the records.	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40400-30	Optical supplement data files	Obsolete. Superseded by secondary 40000-25 Health supplements data - contracted service provider. SO definition updated to allow for the disposition of the data when no longer required for eligibility determination purposes. Previous SO statement was "upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system."	SO definition updated	2017/12/14
<b>40500</b>	<b>MEDICAL EQUIPMENT SUPPLEMENTS</b>			2017/12/14
40500-20	Hearing equipment supplement recommendation client case files	Change to active/semi-active retention period combination.	Unchanged total retention period.  Changed from CY/6y/DE to SO/7y/DE to reflect how long PBC wants to keep records onsite.	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40500-40	Medical equipment supplement client data files	Obsolete. Superseded by secondary 40000-25 Health supplements data - contracted service provider or 40000-30 Health supplements tracking data – ministry, as applicable. SO definition updated to allow for the disposition of the data “when no longer required to determine eligibility, process claims or for statistical analysis purposes” or “when no longer required for tracking purposes, as applicable.” Previous SO statement was “upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.”	SO definition updated	2017/12/14
<b>40600</b>	<b>MEDICAL SUPPLY SUPPLEMENTS</b>			2017/12/14
40600-30	Medical supply supplement client data files	Obsolete. Superseded by secondary 40000-30 Health supplements tracking data - ministry. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes. Previous SO statement was “upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system.”	SO definition updated	2017/12/14
<b>40700</b>	<b>MONTHLY NUTRITIONAL SUPPLEMENTS</b>			2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40700-20	Monthly nutritional supplement (MNS) client case files	Retention period reduced. SO definition updated to "when supplement is denied, or if approved, when the client is no longer eligible to receive the supplement." Previous SO statement was "when client is deceased (based on <i>Limitation Act</i> (RSBC 1996, c. 266., s. 7).	Reduced retention period. SO definition updated resulting in shorter retention for denied applications and potential reduction in retention period for approved applications.	2017/12/14
40700-30	Monthly nutritional supplement (MNS) client data files	Obsolete. Superseded by secondary 40000-30 Health supplements tracking data - ministry. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes. Previous SO statement was "upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system."	SO definition updated	2017/12/14
<b>40900</b>	<b>THERAPY SUPPLEMENTS</b>			2017/12/14
40900-20	Therapy supplement client case files	Retention period reduced. See Executive Summary for rationale for retention period reduction.	Reduced from CY/60y/DE to SO/7y/DE	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
40900-30	Therapy supplement client data files	Obsolete. Superseded by secondary 40000-30 Health supplements tracking data - ministry. SO definition updated to allow for the disposition of the data when no longer required for tracking purposes. Previous SO statement was "upon conversion to another electronic system and verification that all information held on the original system has migrated to the new system."	SO definition updated	2017/12/14
<b>Section 4</b>	<b>INTEGRATED CASE MANAGEMENT</b>	New		2017/12/14
<b>50100</b>	<b>INTEGRATED CASE MANAGEMENT</b>	New		2017/12/14
50100-00	Policy and procedures	New	SO/5y/FR	2017/12/14
50100-01	General	New	CY+2y/nil/DE	2017/12/14
50100-20	Bus pass case data	New	SO/nil/DE	2017/12/14
50100-25	Employment and assistance (EA) case data	New	SO/nil/DE	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
50100-30	Employment and assistance (EA) case data - NCM	New	SO/nil/DE	2017/12/14
50100-40	Employment programs case data	New	SO/nil/DE	2017/12/14
50100-45	Family maintenance case data	New	SO/nil/DE	2017/12/14
50100-55	Health case data	New	SO/nil/DE	2017/12/14
50100-60	Investigation case data	New	SO/nil/DE	2017/12/14
50100-62	My Self Serve Portal data	New	SO/nil/DE	2017/12/14
50100-64	Self Serve Assessment and Application (SSAA) data	New	SO/nil/DE	2017/12/14
50100-65	Seniors' supplement case data	New	SO/nil/DE	2017/12/14
50100-70	Service provider entity data	New	SO/nil/DE	2017/12/14

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

### APPENDIX A: Summary of Amendments to the *Social Services ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
50100-75	Social services contact data	New	SO/nil/DE	2017/12/14
50100-85	Social services ICM data - other	New	SO/nil/DE	2017/12/14
50100-90	Temporary case data	New	SO/nil/DE	2017/12/14
<b>ISO Section</b>				
<b>N/A</b>	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
<b>N/A</b>	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

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

### SOCIAL SERVICES

### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

## INDEX

This index contains an alphabetical listing of:

- all keywords from primary titles;
- all keywords from secondary titles;
- keywords from primary scope notes;
- common synonyms for indexed keywords; and
- common abbreviations.

Use this index in the following ways:

- to locate the correct primary number to classify documents;
- to retrieve, by subject, documents which have been classified and filed; and
- to access the contents of your *ORCS*.

#### 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.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

### SUBJECT HEADINGS

### PRIMARY NUMBERS

#### - A -

ACCOMMODATION EXTENSIONS	30600
ALLEGATIONS, FRAUD	
- ICM case data	50100
- physical case files	10500
APPEALS	
- ICM case data	50100
- physical case files	10600
APPOINTMENT AND ENQUIRY FORMS	30000, 50100

#### - B -

#### BATCHES - CONTACT YOUR RECORDS OFFICER FOR ASSISTANCE CLASSIFYING BATCHED RECORDS

BC BENEFITS	
- appeal board	10600
- ICM case data	50100
- physical case files	30000
BC BUS PASS SYSTEM	30100
BC EMPLOYMENT AND ASSISTANCE (BCEA) MANUAL	10700
BURIALS	30000, 30600, 50100
BUS PASS SUBSIDY	30100, 50100
BUSINESS INTELLIGENCE	10200

#### - C -

CALL SHEETS	
- customer inquiry	10100
CALL TRAK (EXECUTIVE CALL TRACKING SYSTEM)	10100
CANADA REVENUE AGENCY (CRA) INCOME VERIFICATION APPLICATION	10500
CARE ANALYSIS TRACKING SYSTEM (CATS)	40000
CHEQUE STUBS	
- client signed	10500

---

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

### SUBJECT HEADINGS

### PRIMARY NUMBERS

CLIENT INFORMATION - MICROGRAPHIC	10500
CLIENT RELATIONS TRACKING	10100, 50100
CLIENT TRANSACTION SYSTEM (CTS)	50100
COLLEGE OF DENTAL SURGEONS NOTICES	40100
COMPLAINTS	10100, 50100
COMPLIANCE REVIEWS	
- ICM case data	50100
- physical case files	10500
CONTACTS (ICM)	50100
CONTRACTS	
- employment service providers	30400
- health supplement service providers	40000
CORRESPONDENCE	
- clients	30000
- dentist/denturist	40100
- ICM case data	50100
- miscellaneous clients	10100
CREDIT RATING EQUIFAX	10500
CUSTOMER INQUIRY	10100, 50100
- D -	
DAR (DENTAL ADDRESS REGISTRY)	40100
DATA MATCHES	10500
DATA WAREHOUSES	10200
DEBT	
- ICM data	50100
- MIS data	10300, 30000
- recovery review	10300
DECOMMISSIONED APPLICATIONS AND WEBSITES	10000
DENTAL ADDRESS REGISTRY (DAR)	40100

---

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
DENTAL SUPPLEMENTS	
- ICM case data	50100
- physical case files	40100
DENTAL VAN	40100
DIET ASSISTANCE PROGRAM	30000, 50100
DISABILITY DESIGNATIONS	
- ICM case data	50100
- physical case files	40300
- E -	
EAAT (EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL)	10600
ELECTRONIC PURCHASE ORDERS	30000
EMPLOYMENT AND ASSISTANCE (EA)	
- Appeal Tribunal (EAAT)	10600
- ICM case data	50100
- physical case files	30000
EMPLOYMENT PROGRAMS	
- contracts	30400
- ICM case data	50100
- physical case files	30400
- systems	30400
EQUIFAX CREDIT RATING	10500
EXECUTIVE CALL TRACKING SYSTEM (CALL TRAK)	10100
- F -	
FAMILY MAINTENANCE ASSISTANCE	
- ICM case data	50100
- physical case files	30500
FIELD GUIDE	10700
FILE TRACKING LEDGER, FRAUD INVESTIGATIONS	10500
FRAUD ALLEGATION AND REPORTING SYSTEM (FARS)	10500
FRAUD DETECTION AND INVESTIGATION	
- ICM case data	50100
- physical case files	10500

---

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

**SUBJECT HEADINGS****PRIMARY NUMBERS**

FUNERAL SUPPLEMENTS

30000, 30600, 50100

- G -

GA CLIENT FILE

- ICM case data

50100

- physical

30000

- H -

HEALTH ASSISTANCE RECONSIDERATION UNIT (HARU)  
DATABASE

10600

HEALTH BENEFITS APPLICATION TRACKING (HBAT)

40300

HEALTH CASES

50100

HEARING EQUIPMENT SUPPLEMENT RECOMMENDATION  
CLIENT FILES

- ICM case data

50100

- physical case files

40500

- I -

INFOPAK (REGIONAL FRAUD INVESTIGATION INFORMATION  
PACKAGE) 10500

10500

INQUIRIES

10100, 50100

INTEGRATED CASE MANAGEMENT (ICM) CASE DATA

50100

INVESTIGATIONS

- ICM case data

50100

- physical case files

10500

- J -

- K -

- L -

LEDGERS, FRAUD

10500

- M -

MAIL LOGS

- client relations tracking

10100

---

[Key to ARCS/ORCS Codes and Acronyms](#)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
MAINTENANCE ORDERS	30500, 50100
MANAGEMENT ANALYSIS AND REPORTING SYSTEM (MARS)	10200
MANAGEMENT INFORMATION SYSTEM (MIS)	
- client benefit data	30000
- client payment history data	30000
- client tax history data	30000
- compliance review data	10500
- debt recovery transaction data	10300
- family maintenance client data	30500
- fraud investigations	10500
MEDICAL EQUIPMENT SUPPLEMENTS	40500, 50100
MEDICAL SUPPLY SUPPLEMENTS	
- ICM case data	50100
- physical case files	40600
MERLIN REACH BACK SYSTEM	10000
MONTHLY NUTRITIONAL SUPPLEMENTS (MNS)	
- ICM case data	50100
- physical case files	40700
MY SELF-SERVE PORTAL	50100
- N -	
NO CASE MADE	
- client benefit files	30000, 50100
- family maintenance client files	30500, 50100
- O -	
OPTICAL SUPPLEMENTS	
- ICM case data	50100
- physical case files	40400
ORTHODONTIC SUPPLEMENTS	
- ICM case data	50100
- physical case files	40100
ORTHOTIC EQUIPMENT SUPPLEMENTS	
- ICM case data	50100
- physical case files	40500
OVERPAYMENT CALCULATOR	10500

---

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

### SUBJECT HEADINGS

### PRIMARY NUMBERS

- P -

PACIFIC BLUE CROSS SYSTEM (PBCS)	40100
PAYMENT HISTORY DATA	30000
PERSONS WITH DISABILITIES (PWD) DESIGNATIONS	40300, 50100
POLICIES AND PROCEDURES - SEE ALSO SECONDARY -00 UNDER FUNCTIONAL PRIMARIES	
- development of	10700
- ministry wide	10700
PORTALS	50100
PREVENTION AND LOSS MANAGEMENT SYSTEM	10500
PRIOR CONTACT REPORT	30000, 50100
PROGRAM DEVELOPMENT AND EVALUATION	10700

- Q -

- R -

RATE TABLES	10700
RECONSIDERATIONS AND APPEALS	
- ICM case data	50100
- physical case files	10600
- system	10600
RECORDS OF EXTENSION	30600
REGIONAL FRAUD INVESTIGATION INFORMATION PACKAGE (INFOPAK)	10500

- S -

SELF-SERVE ASSESSMENT AND APPLICATION TOOL	50100
SENIORS' SUPPLEMENT	
- ICM case data	50100
- physical case files	30700
- system	30700
SERVICE PROVIDER DATA (ICM)	50100

---

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

---

### SUBJECT HEADINGS

### PRIMARY NUMBERS

SERVICE QUALITY	10100, 10700
SERVICE REVIEW TRACKING SYSTEM (SRTS)	10100
SPONSORSHIP DEBT DATABASE	10000
SPONSORSHIP DEFAULTS	30000
STATS V	10200
SURVEYS	10700
SYSTEMS, DECOMMISSIONED	10000
- T -	
T5007 TAX DATA	30000
TEMPORARY CASES (ICM)	50100
THERAPY SUPPLEMENTS	
- ICM case data	50100
- physical case files	40900
TIME LIMITS DATA	30000
TOOL KITS	10700
TREND ANALYSIS RECONSIDERATION AND APPEAL	10600
- U -	
UNFOUNDED FRAUD ALLEGATIONS AND COMPLAINTS	10500, 50100
- V -	
VOUCHER BOOKLETS	30000
- W -	
WEB SITES	10000
- X -	
- Y -	
- Z -	

---

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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