



Click here to enter a date

Case #: Type Case Number

Click here to enter address

Click here to enter name:

As you know, your assistance is currently being administered through enter name of Third Party Administrator. The ministry has recently reviewed your case and the review shows enter information on changed/improved behavior or reasons for modifying party administration arrangement. You may now contact your local ministry office by list how client may contact. However, you must still let your third party administrator know about any contact you have with the ministry through this modified arrangement, to ensure they are aware of any changes or requests made to your case. At this time, any in-person contact with the ministry must still be made through your third party administrator.

If you disagree with the ministry's decision to third party administer your case, the ministry has a complaint resolution process that you can follow through your third party administrator (see attached Service Commitment poster). Your third party administrator can relay your concerns to the ministry, then your third party administrator can request to speak to a Community Relations and Service Quality Manager. Alternatively you may forward your concerns, in writing, to a Community Relations and Service Quality Manager as needed. This can be sent through your third party administrator or insert how client can submit concerns in writing to the appropriate CRSQ, i.e. local ministry office drop box, ministry fax #, by mail.

As per ministry policy, all third party arrangements are monitored at least annually; your file will be reviewed by Click here to enter a date, to see if your third party administration arrangement is still required. As part of this, a ministry supervisor will review your file and all documentation and interactions during the time you are third party administered. The ministry will also be consulting with Pick an item from the drop down list. Additionally, you will have an opportunity to submit information in writing to the ministry directly in regards to your third party administration arrangement. This can be done through the Third Party Administration Client Review Form (see attached). Please complete and mail this to the ministry.

The Ministry of Social Development and Poverty Reduction operates under the authority of the *Employment and Assistance Act* and Regulations, and the *Employment and Assistance for Persons with Disabilities Act* and Regulations.

Ministry of Social Development and Poverty Reduction

Office Name

Mailing Address
Enter address

Telephone: (###) ###-####
Facsimile: (###) ###-####

More information on the ministry's third party administration policy can be found at:
www.gov.bc.ca/bcea/individualcasemanagement

Additionally, you may choose to register for My Self Serve (see information sheet enclosed). My Self Serve gives you simple and secure online access to ministry services wherever you access the Internet. With My Self Serve, you can view and submit your Monthly Report, view your cheque information, create and submit service requests, view and reply to messages and upload necessary attachments.

Our ministry values safety. We want a safe workplace where staff and clients are treated with courtesy, dignity and respect. Thank you for your cooperation.

Thank you,

Type Worker Name
Choose an item

Attachments: Our Service Commitment – Third-Party Administered Clients
MySS Brochure/Handout
Consent to Disclosure Form & Service Authorization Form (HR3189 & HR3198A)
Third Party Administration Client Input Form (HR3678B)

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