

APPENDIX A2: Return Reason Codes and Definitions

Community Assistance Program (CAP) and BC Employment Program (BCEP)

August 2006 (rev. Sep 15-06)

Note: **Bolded Return Codes apply to CAP**

System Code	Code Descriptor	Description	Program Used
NO_SHOW	No Show	Identifies a client who has not attended the intake appointment.	Both
COM_SERV	Requires/attending community based services	Identifies a client who requires full-time participation in community based services and as such is unable to participate in BCEP or CAP services.	Both
DWS_NONCPL	Participant is non-compliant with DWS obligations	Identifies a client who is not meeting their program obligations as defined by the Contractor. It is anticipated that clients are only returned for this reason after discussion between the Contractor and Ministry has occurred.	BCEP Only
MRR	Ministry Requested Return	Identifies the ministry-initiated return of a client who should not have been referred due to Contractor's capacity or other factors. In CAP, also used where Contractor has made a significant data entry error that necessitates client's return and immediate re-referral.	Both
HEALTH	Health/mental health issues	Identifies a client who has physical and/or mental health issues that severely limit their ability to attend and participate in the program. Note this may also include any health and safety concerns.	Both
ISS_NONCPL	Participant is non-compliant with ISS obligations	Identifies a client who is not meeting their program obligations as defined by the Contractor and outlined in their Participant Plan. It is anticipated that clients are only returned for this reason after discussion between the Contractor and Ministry has occurred.	BCEP Only
NO_CONTACT	Unable to contact Participant	In BCEP, used in DWS or ISS Follow-up only in cases where Contractor is unable to contact the client to determine employment status. This is used at program completion for DWS and ISS, or during reporting periods for ISS only.	BCEP Only
OTHR_EDUC	Entered other educational program	Identifies a client who is no longer participating in BCEP or CAP due to full-time participation in other educational programming e.g., full-time post secondary studies.	Both
BCEP_CMPLD	BCEP Completed	Identifies a client who has completed the BCEP Program.	BCEP Only
DECEASED	Participant	Contractor has been informed that a	Both

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	deceased	client is deceased, e.g. through Ministry or through client's immediate family.	
INCRCRTD	Participant incarcerated	Contractor has been informed that a client is incarcerated, e.g. through client, ministry, family etc.	Both
MOVED_BNDL/CMTY	Participant moved - out of service delivery bundle/community	Identifies a client who has physically moved out of their current service delivery bundle (BCEP) / community (CAP) and is unable to continue to participate with their existing Contractor as determined by both the Ministry and Contractor.	Both
MOVED_PROV	Participant moved - out of Province	Identifies a client who has physically moved out of the Province and is no longer able to participate in BCEP/CAP.	Both
PRNTL_CC	Parental/child care	Identifies a client who is not able to participate in BCEP/CAP due to inability to secure childcare or parental care and /or cases where health issues of dependent children impact their ability to participate.	Both
SANCTIONED	Participant sanctioned	Contractor has been informed by the Ministry that the client is no longer eligible for BCEP/CAP services due to a sanction.	Both
WITHDREW	Participant withdrew self	Identifies a client who has determined that they do not wish to proceed or enter into the BCEP/CAP program and have asked to be withdrawn, e.g. inheritance, lottery, marriage.	Both
COMPLETE	Services Complete	Identifies a client who completed services and activities as outlined and agreed to in their 'Personal Plan'; that their maximum service time was reached; or that client met the early completion criteria.	CAP Only
OTHER_SERV	Alternate Services Required	Identifies a client that requires services that are not part of CAP services.	CAP Only
DRUG_&_ALC	Drug and Alcohol	Identifies a client that is actively involved with drugs or alcohol and not undergoing treatment/counselling.	CAP Only
EMPLOY_READY_PROG	Ready for Employment Programming	Identifies a client that is currently / now ready for employment related programming.	CAP Only
NON_PART	Non Participation	Identifies a client that the ministry agreed should be returned because they did not meet Contractor's participation requirements and/or obligations of their Personal Plan or because Contractor can	CAP Only

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		no longer locate the Client.	
EMPLOYED	Participant employed	In BCEP, identifies a client who is employed but did not achieve BCEP Employment and Contractor determined that client cannot continue in program, e.g. both client and spouse (who is not in BCEP) are working part-time (30 hrs) and as family unit is now independent of BCEA, client does not wish to continue in program. In CAP, applies where family unit is no longer on BCEA due to income and participant no longer wishes to continue with CAP (e.g. if spouse of participant becomes employed, they have option of whether or not to stay in program)	Both
ISS_EXPIRD	ISS service period expired	Identifies a client who has completed ISS services however does not achieve BCEP Employment.	BCEP Only
Auto Close:	Contractor does not send		
AUT_IS_EXP	Auto Return – Individual Services Expired	Identifies a client that has been receiving Individualized Services for more than 12 months and there was no request for an extension to services.	CAP Only
AUT_NOFINL	Auto return - no final report	Identifies a client file where the Contractor did not submit the final report for the client upon completion of the DWS or ISS follow-up period. The BCEP File will auto-close 21 days after the end of the follow-up period.	BCEP Only
AUT_REFEXP	Auto return - referral expired	Identifies a client file where the Contractor did not submit acceptance information after 26 days (5 days after the 21 day intake period).	Both