

# Verification

## Overview

July 11, 2006

The *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act* (Section 10) authorize the ministry to request or seek verification of information related to eligibility provided by a client. Verifying information helps to ensure that accurate and complete information is used to determine eligibility.

Verification must balance the ministry obligation to verify a client's circumstances in order to assess their eligibility with a commitment to respecting the client's right to privacy and to be treated with respect and dignity. Every ministry employee has a responsibility to prevent, detect and report allegations of inconsistent information or misuse of income assistance and to detect and pursue overpayments.

Ministry staff are responsible for determining eligibility for assistance. Clients are responsible for providing all pertinent information and or documents to demonstrate eligibility for assistance.

The overall objective of the verification process is to maintain the integrity of the income assistance program by:

- ensuring that assistance is available and provided to those who meet the eligibility criteria;
- ensuring that assistance is paid fairly and equitably; and
- reducing error and abuse.

## Acts and Regulations

### *Employment and Assistance Act*

Section 1, Interpretation [<http://www.meia.gov.bc.ca/PUBLICAT/VOL1/Part3/3-2.htm#section1>]

Section 10, Information and verification

[<http://www.meia.gov.bc.ca/PUBLICAT/VOL1/Part3/3-2.htm#section10>]

### *Employment and Assistance for Persons with Disabilities Act*

Section 1, Interpretation [<http://www.meia.gov.bc.ca/PUBLICAT/VOL1/Part3/3-4.htm#section1>]

Section 10, Information and verification

[<http://www.meia.gov.bc.ca/PUBLICAT/VOL1/Part3/3-4.htm#section10>]

## Definitions

## **Applicant**

### **BC Assessment Authority**

The BC Assessment Authority maintains records on all real property in BC.

## **Client**

### **Consumer Credit Report**

A consumer credit report is a report of an individual's credit history prepared by a credit bureau.

### **Personal Property Registry**

Personal property registry provides information on liens, security interest, and encumbrances filed against a property.

### **Trusted Third Party**

A person or agency authorized, through an agreement with the Ministry of Housing and Social Development, to provide services to clients on behalf of the ministry.

## **Policy**

### ***Verification***

December 1, 2008

The verification process is designed to determine eligibility for assistance, assist clients in accessing alternate resources, verify and confirm the accuracy of clients' eligibility information and to prevent error and misuse by conducting third party checks.

Section 10 of the *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act* authorize ministry staff to direct an applicant or recipient to supply information that is required to determine eligibility for assistance or to supply verification of information provided. Staff may also use the declaration and consent to seek verification from third parties. When verifying information, staff must not divulge more information than necessary when contacting outside agencies.

[see Related Links – [Program Administration](#) – Access to Information and Protection of Privacy]

The verification process helps ministry staff to determine if a client is eligible for assistance. Clients are responsible for providing the requested information to demonstrate their eligibility for assistance. [For more information on eligibility criteria, see Related Links – [Application](#) – BC Employment and Assistance (BCEA) Application – Stage 1 – [Policy](#).] The ministry has responsibility to verify accuracy to ensure assistance goes to people who meet the eligibility criteria by conducting third party checks on all applicants. Examples of third party checks are: Provincial *Personal Property Registry*, *BC Assessment*, ICBC, Canada Revenue Agency and others.

Section 32 of the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act* authorize the administering authority to declare the family ineligible for assistance until the applicant or recipient complies with the direction. Staff are responsible for ensuring that clients understand what is required to meet the eligibility criteria for assistance (this includes a list of documents or information requested from the client and a date for submission).

## **Role of Ministry Staff**

July 5, 2007

In performing eligibility and compliance reviews, staff use the declaration and consents obtained in the Employment and Assistance application form to seek verification from third parties. Examples of third parties are Equifax, Insurance Corporation of BC, BC Assessment Authority, Canada Revenue Agency, landlords and financial institutions. All client information will be treated in a confidential manner in accordance with the *Freedom of Information and Protection of Privacy (FOIPP) Act* and in accordance with the terms and conditions of the respective information sharing agreements. When verifying information, staff must not divulge more information than necessary when contacting outside agencies. [For information on Information and Privacy, see Related Links – Access to Information and Protection of Privacy.]

Staff explain the application process, confirm the accuracy of eligibility information, assist applicants in accessing alternate resources and prevent misuse and error. Staff are required to identify applicants who may be eligible for other sources of income and assist them to access this income, such as Canada Pension Plan benefits. In identifying other sources of income, this may help reduce the reliance on assistance.

The ability to accurately determine eligibility of applicants before assistance is issued is an important component in ensuring program integrity and preventing overpayments. Staff must be alert to detect inaccurate information or circumstances presented by the applicant(s) or recipients(s) either inadvertently through misunderstanding or deliberately.

Staff refer files to Prevention and Loss Management Services Branch (PLMS) when information suggests that a client is, or was, receiving assistance for more than three months, for which they are not eligible. PLMS Investigative Officers conduct compliance reviews to audit eligibility for assistance and to ensure a recipient's continuing compliance with the BCEA program. PLMS Ministry Investigators conduct criminal investigations of BCEA program abuse. These reviews and investigations may result in correction to ongoing assistance, recovery of overpayments and legal action. The outcomes of PLMS-compliance reviews are recorded by Investigative Officers on the PLMS system which in turn transmits the information to the MIS CRV L and Q screens. For information on referrals to PLMS, see Related Links – Loss Management – Referral to PLMS for Review or Investigation.

[For detailed information on staff roles, [see Related Links - Program Administration – Individual Case Management – Policy – Roles.](#)]

## **Role of Ministry Staff - Information for Staff**

April 16, 2007

For information on interpreting the CRV L and Q screens, see Systems Instructions, Systems Memo #02 2007/08.

### **Client Rights**

December 1, 2008

#### **Service Quality**

Staff treat clients with respect and dignity and ensure the principles of administrative fairness are adhered to. All new and existing clients will undergo an assessment of eligibility at application or during an eligibility review. Clients are informed of the documentation or information required to meet the eligibility criteria and a date for submission. Eligibility is determined once all required documentation has been supplied. Applicants who meet all eligibility requirements will not experience a delay in the application process.

#### **Confidentiality**

To prove eligibility, clients must provide a variety of personal information. The ministry must treat all information provided by the applicant or recipient in a confidential manner and in accordance with the *Freedom of Information and Protection of Privacy (FOIPP) Act*. Staff must be sensitive to client privacy concerns when verifying information. Staff must not divulge more information than necessary when contacting outside agencies. Questions and/or concerns regarding the disclosure of personal information should be directed to the ministry's [Ministry of Citizens' Services – Information Access Operations Information, Privacy and Records Services](#) [see Contacts].

#### **Applicant Consent**

Staff must make every effort to ensure that applicants understand they are providing informed consent when they sign the application HSD0080 and HSD0080A. Staff are responsible for explaining the implications of providing consent to each applicant and confirms that the applicant understands the implications when they sign the application.

When completing an application by telephone, staff must review the content of the application form with the applicant and obtain verbal consent from the applicant to collect, retain and verify the information the applicant has provided. Staff must document the verbal consent on the application form and advise the applicant this consent is valid for 5 business days. Within these 5 business days, the applicant is required to make physical contact with the ministry office or *trusted third party* site to sign the application form.

The signed application authorizes the ministry to disclose information provided by the applicant for the purposes of verification. This authority is granted under Section 10 of the *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act*. Section 10 also authorizes the administering authority to withhold assistance if a client refuses to provide or permit verification of the information provided.

#### **Right to Reconsideration and Appeal**

The applicant or recipient has the right to request reconsideration and to appeal decisions regarding eligibility and must be advised of that right.

[see [Related Links](#) – [Reconsiderations](#) and [Appeal](#)]

### **File Information**

Applicants and recipients have the right to access information on their BC Employment and Assistance file under the *FOIPP Act*. Where an individual asks for the return of a document, the worker may supply a photocopy of that document, or may return the original and retain a copy where the original is of value and/or significance to the individual, i.e., their passport, or birth certificate. Any questions with regard to records management of client files, and/or access to information should be directed to the [Ministry of Citizens' Services – Information Access Operations](#) [see [Contacts](#)]. ~~ministry's Information, Privacy and Records Services~~ [see [Resources for Clients – Information and Privacy Records Services information](#)]

### **Client Responsibility**

~~September 29, 2009~~ [July 11, 2006](#)

According to Section 10 of the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, it is the applicant's responsibility to provide all information and documentation necessary to demonstrate eligibility for assistance.

In cases where the client will not provide the necessary supporting information and documentation to assess eligibility, the client is denied assistance until compliant. The onus is on the client to provide all documents and information required in order for staff to determine eligibility for assistance. Staff may assist the client in obtaining the documents where the client requires help. Only when all required information is available can staff make an informed decision regarding eligibility and assistance levels.

[For information and examples on how and when staff may assist clients who require help in obtaining documents, see [Related Links – Individual Case Management – Policy – Staff Assisting Clients](#).]

[For more information about clients requiring assistance or the duty to accommodate, see [Related Links – Individual Case Management – Policy and Procedures – Duty to Accommodate](#).]

### **Third Party Checks**

December 1, 2008

Third party checks are conducted to verify the income and assets declared by applicants or recipients.

### **Mandatory Third Party Checks**

Ministry staff must complete the following mandatory checks at Stage 1 of the application and as part of a compliance review for all applicants and may complete these checks at the eligibility review:

- *Personal Property Registry*
- *BC Assessment*
- Insurance Corporation of BC
- *Equifax - Consumer Credit Report*
- *Canada Revenue Agency (CRA)*

**Note:** Some applicants and recipients may have not filed an income tax return for previous years. Filing an income tax return is not a condition of eligibility. However, a client must file an income tax return and submit an application for the Canada Child Tax Benefit (CCTB) to receive the Family Bonus.

**Other Third Party Checks may include (with client consent) but are not limited to:**

- Landlords
- Employers
- Citizenship and Immigration Canada
- Social Service Agencies in other provinces
- Financial Institutions/Life Insurance Agencies
- WorkSafe BC
- WebAOBlink - Service Canada Employment Insurance database

### ***Trusted Third Party Witness***

September 17, 2009

Where a ministry form requires a witness signature (e.g., Stage 1 and 2 of the application), a *trusted third party* must witness the signature(s) and return the form to the Employment and Assistance Office.

In exceptional circumstances whereby an applicant is unable to reach an EAW/ministry staff or a trusted third party, the ministry may accept witness signatures from members in the following groups:

- other government staff; or
- health professionals (see *EAPWD Regulation*, Section 2.2).

### ***Documentation***

August 8, 2008

Staff may request the applicant to provide further documentation to confirm circumstances and verify information. This documentation may include and is not limited to:

- Rent Receipts, tenancy agreements, and utility bills
- Record of Employment (ROE)
- Business records (i.e., payroll)
- Bank Statements or Bank Profile

- Tax Assessment
- Immigration Status Documentation

## **Authorities and Responsibilities**

N/A

## **Procedures**

### ***Verification Interview***

December 1, 2008

Correctly assessing eligibility during the application process or subsequent reviews relies on good communication and interviewing skills, common sense, curiosity, and scepticism when confronted with situations that are not plausible.

### **Interviewing for Assessing Eligibility**

It is the ministry staff's role to assess eligibility for assistance and assist the clients in accessing alternate resources. The best tool that staff have in determining eligibility is the effective use of interviewing skills. Good interviewing, listening and observation skills are essential to accurately determine eligibility and help staff to identify those clients and circumstances most prone to supply false, inaccurate or misleading information, and to follow up effectively with the client when specific concerns have been identified.

Staff should conduct interviews with a focus on curiosity rather than judgement and provide the applicant with an opportunity to explain circumstances, using open-ended questions, direct questions, paraphrasing and other good interviewing skills to elicit as much information as possible related to eligibility.

While completing the verification process, staff should follow these guidelines:

- Review any information about the client prior to the interview using past file history (electronic and physical), CRV screens, ALT screens and any pre-application information that is available.
- Put the applicant at ease, using a friendly but professional manner. Remember that people tend to understand and provide more accurate information when a relationship of respect and trust has been established with the worker.
- Ask questions of the applicant that are clear and easy to understand. Ask one question at a time.
- Explain carefully the notification and consents ensuring clients understand how their information will be used and retained
- Explain carefully the appropriate policy/regulations to the applicant and interpret how it relates to their situation.
- Emphasize the applicant's reporting responsibilities and how they are to be met, as well as consequences for not reporting accurately.

- Request more supporting documents from the applicant if required before making an eligibility decision
- Make thorough, accurate notes during and immediately after the interview meeting.
- On the Client Transaction System, document how the applicant or client supported themselves in the past, what has changed, what resources have they exhausted and what are their plans for the near future.
- Assess whether the information provided by the applicant or client is logical in this person's situation and makes sense, given what is known about the applicant's circumstances.
- Listen to information and observe contradictions in information provided by the applicant.
- Review for consistency those statements and information contained in documents or other information provided by the applicant.
- Assess whether the information is consistent with the mobility patterns and lifestyle of the applicant.
- Review third party check information for inconsistencies

## **Indicators of Misrepresentation - Information for Staff**

August 8, 2008

Below are examples of presenting circumstances, which should cause ministry staff to take a closer look before determining eligibility. Experienced staff will be able to add many situations to this list. Many such situations may prove to be legitimate, but may require additional attention and verification to satisfy all eligibility requirements:

- Applicants who report no bank account currently but did report one previously or credit check shows bank information.
- Claim by applicant to have no unearned income but:
  - Spouse is deceased (check for pensions, life insurance income).
  - Claims to have a work-related or motor vehicle injury (check for Workers Compensation income or other insurance income).
- Applicant provides inconsistent or questionable information about how current expenses are being met without other income, (e.g., living off savings (from what source, for how long?) or being helped by family, friends).
- Claim by applicant to have child/children and states other parent unknown or unable to locate.
- Circumstances similar to those presented in former applications for assistance (e.g., applicant arrived from out of province with no funds for the third time).
- Applicants with brand new identification or minimal identification (check any signatures on ID with applicant's signature on application). Refer to Service Canada's ID Guide located at each Employment and Assistance Centre.
- Applicants who ask that the landlords, ex-spouse or anyone else NOT be contacted.
- Applicants who have just moved to town (not transient), and report no friends, family, job (why did they choose to come here?).
- Applicants who provide a General Delivery or P.O. Box number, but who live in a metropolitan area.

- Applicants who become belligerent or intimidating without provocation or when questioned closely about information provided.
- Clients who claim to have had no income in the previous year but who are receiving the BC Earned Income Benefit or the Working Income Tax benefit.

## ***Third Party Checks***

December 1, 2008

Staff must keep in mind at all times the need to protect client confidentiality. When contacting third party sources of information related to eligibility, identify yourself as ministry staff, and state the purpose of your inquiry, i.e., determination of eligibility. Staff must not disclose information about the applicant or recipient beyond what is necessary to obtain the required information.

Third party checks are to be conducted only for administering the Employment and Assistance Program. Staff must not access third party information for any other purpose or for personal use. Breaches are considered a serious issue and may result in disciplinary action.

### **Mandatory Third Party Checks**

The following are third party checks that must be completed for all new applicants and as part of all compliance reviews, and may be used for ongoing eligibility reviews:

#### **BC Online**

- Personal Property Registry
- BC Assessment Authority

**Insurance Corporation of British Columbia (ICBC)  
Consumer Credit Report (Equifax)  
Canada Revenue Agency (CRA)**

Information is available from the third parties identified below:

- **BC Online**

BC Online is a web-based service ([www.bconline.gov.bc.ca](http://www.bconline.gov.bc.ca)) that offers access to the following public databases:

- *BC Assessment Authority (BCAA) – information about real property and property assessments.*
- *Land Titles Office (LTO) – legal title information about real property in BC.*
- *Corporate Registry – information about registered companies, firms and societies.*

- *Manufactured Home Registry (MHR) – information about mobile home ownership.*
- *Personal Property Registry (PPR) - charges, liens, security interest, and encumbrances filed against personal property (chattels).*

A fee is charged to the ministry for each search completed.

[For BC Assessment and Personal Property training material for staff, see Resources for Staff.]

- **Equifax Canada**

Equifax Canada is a private company that gathers, records and sells consumer and commercial credit information through a web based service.

An Equifax report provides information on loans, mortgages, credit cards, bank accounts, employment, residency and marital status. Equifax does not guarantee the accuracy of this information. All information must be verified with the client. Use this information as an indicator or investigative tool in assisting with eligibility determination. The ministry can not provide Equifax with any information regarding an applicant or client.

MHSD's Equifax searches are 'masked' and therefore, do not display as inquiries on the client's Equifax report when it is searched by another third party. The intention of this masking is to prevent MHSD from unintentionally disclosing that a client is in receipt of assistance to other organizations searching the client's Equifax report.

If a client requests a copy of their own Equifax report, direct them to Equifax to obtain a copy of their own credit records. When clients access their own consumer report, all inquiries are listed, including MHSD.

If an Equifax report is printed, scan it into the Client Transaction System (CTS) and place a paper copy on the client's GA file. Clients have a right to access information on their file, including the Equifax report, through the Ministry's Information, Privacy and Records Services under the FOIPP Act.

- **Motor Vehicle Branch**

Motor Vehicle Branch (MVB) maintains driver's license records and British Columbia Identification (BCID).

MVB provides the client's drivers license number as well as address, alias(s), birth date information.

<p><b>Note:</b> Staff with the PLMS profile access MVB information by selecting PF2 on the SPAN/BC screen.</p>
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- **Insurance Corporation of British Columbia (ICBC)**

ICBC maintains vehicle license plate and vehicle registration histories. These records display active and historical vehicle license plates associated with a specified driver's license. It is also possible to enter the vehicle identification number (VIN) to confirm the registered vehicle owner's name.

Access and Use of *ICBC* Information:

- Checks must be conducted solely for the purpose of determining eligibility for assistance.
- Only information provided by the applicant(s) or recipient(s) may be checked.
- Compare the information on vehicle registration documentation provided by the client with information held by *ICBC*.

Discuss inconsistencies or new information with client

<p><b>Note:</b> Access ICBC information by selecting PF6 on the SPAN/BC screen. [For ICBC training material, see Resources for Staff.]</p>
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### **Canada Revenue Agency (CRA)**

The ministry has an Information Sharing Agreement with the Canada Revenue Agency.

Clients sign a separate consent to allow Canada Revenue Agency to release information relating to eligibility for assistance. The signed consent is valid for the year of signature, one year prior to signature and all subsequent consecutive years that the client continues to receive assistance.

Ministry staff must check each file to ensure a valid signed consent is in place before accessing taxpayer information. Verbal consent obtained prior to receiving a signed Application for Income Assistance (Part 1), HSD0080A is not sufficient. Taxpayer information is available on the TXI List (L) and Query (Q) Screens on MIS.

Ministry staff analyze the taxpayer information to verify income and assets at the application interview, compliance review, or at an eligibility review.

**Note:** If a tax query screen is printed, it must be placed on the client's physical file. Printed CRA documents must never be faxed (including within MHSD) or scanned into the CTS.

[For details on the TXI L and Q Screens, see Systems Instructions – Systems Memo 2005/2006 No. 10 dated July 20, 2005 for PLMS Staff or Systems Memo 2006/07 No. 20 dated November 1, 2006 for EAWs and Supervisors.]

[See Resources for Staff for Guide to Accessing Canada Revenue Agency Taxpayer Information on MIS .]

### **WebAOBlink**

Ministry staff no longer have to ask applicants or clients to attend a Service Canada office to obtain proof of their status. Ministry workers must not make a WebAOBlink query until they have the applicant's Social Insurance Number (SIN) and a signed or verbal consent.

The WebAOBLink is a web-based application supplied by Service Canada that allows ministry staff to directly access selected client information from the federal Employment Insurance database. It is a secure and encrypted systems application, with access restricted to designated users in ministry offices.

## ***Additional Third Party Checks***

December 1, 2008

Staff may require additional information or documentation to assess eligibility for assistance. The following outlines circumstances when third party verification may be required and information sources that may be used to verify.

### **Documentation/Identification**

- Required identification for the client and/or *family unit* is lacking; no photocopies of identification are on file from a previous application and ministry staff is unable to verify the client's identity.
- The client does not have a Social Insurance Number (SIN) and is not a refugee claimant.
- Identification documents appear altered, forged, invalid, or inconsistent with the information provided.
- Documentation reflecting the client's situation is lacking, or the information provided is inconsistent.

Information sources to confirm **identification**:

- ID Guide
- BC Online
- Landlord
- Employer records
- Applicants' family members
- Canada Revenue Agency (TXI screens)
- *Consumer Credit Report* (Equifax)
- Client Identification Process (CIP)

[For identification requirements, see Related Links – [Application](#) – BC Employment and Assistance Application Stage 2 – Procedures – Documents Required for [Eligibility Application](#) Interview.]

[For information on CIP, see Related Links – Identification Requirements – Procedures – Establishing Proof of Identity.]

~~[See Resources for Staff – on valid Birth Certificate documentation – Vital Statistics Agency – information regarding birth certificates]~~

[For information regarding valid birth certificate documentation, see Resources for Staff – Vital Statistics Agency.]

### **Service Canada Identification Guide:**

The Identification Guide produced and maintained by Service Canada contains sample copies of authentic documents from all of the provinces and territories. The guide includes Birth Certificates, Motor Vehicle Operator’s Licenses, Immigration Documents, Health Care Cards, Firearms Acquisition Certificates (FAC) and Sample Social Security Cards. Every Employment Assistance Centre has a copy of the Identification Guide.

**Note:** Staff who receive allegations or have suspicions of “personation” or “duplicate identification” must immediately contact the local PLMS office and speak to a ministry investigator prior to taking any further action. Staff should not discuss or approach the client with respect to this concern.

[see Related Links – Verification and Eligibility – Loss Management – Referral for PLMS Review or Investigation]

### **Accommodations and Living Arrangements**

- The client’s mailing address is different than the street address without a reasonable explanation.
- The client is recently separated from his or her spouse with a history of repeated separation and reconciliation, or the client has provided contradictory information regarding the whereabouts of the ex-spouse.
- The client’s current roommate was formerly declared as a spouse. [For detailed information on spousal and dependency, see Related Links – Living Arrangements – Procedures – Dependency Relationship Assessment Guide.]
- The client’s family composition is different from a previous application without a reasonable explanation.
- The MIS Postal Code List (PCD L) screen indicates that other people who are not identified on the application form are living in the household.
- The client has changed residence but has the same landlord.
- The client is unable to provide shelter receipts (rent receipts, mortgage, taxes, etc.) or receipts appear to be suspect.

### **Information sources to confirm living arrangements:**

- *BC Assessment Authority*
- Residency Verification
- Landlord
- Utility company records
- Canada Revenue Agency (TXI screens)
- City reverse directories
- *Consumer Credit Report* (Equifax)

[For Spousal and Dependency, see Related Links – Living Arrangements.]

[For Residency Verification, see Related Links – ~~Program Administration~~ Individual Case Management – Policy.]

### **No Bank Accounts**

- Applicant declares no bank account where it seems likely that the applicant would have a bank account.
- Applicant who reports no bank account currently but has reported one previously.
- Bank account closed just prior to application for assistance.
- Applicant had joint account previously.

### Information sources used to confirm **bank accounts**:

- Consumer Credit Report (Equifax)
- BC Online – *Personal Property*
- Banks (bank profile) and Trust Companies
- Bank information on file

### **Status in Canada/Sponsorship**

- The client is living in Canada under a current sponsorship agreement.
- The client is unable to provide proof of immigration status or immigration status is unclear.
- Immigration documents are expired or appear to be altered.
- Immigration documents are unfamiliar.

### Information sources to confirm **immigration status**:

- Immigration Liaison in Region 2 [see Contacts]
- Reported Sponsors

[see Related Links – Citizenship Requirements]

[see Related Links – **Hardship** – Sponsorship Undertaking Default – Code L]

### **Income/Assets**

- Information or documentation is lacking on the value of assets: vehicles, investments (for example, Registered Retirement Savings Plans), trust funds, or other assets.
- Information or documentation is lacking relating to the disposal of assets in the last two years, or the file was previously closed due to excess assets and the assets are no longer declared.
- The client's banking records show unusual banking activity (for example, the client is unable to explain deposits), or the client has no bank account.
- The client's expenses are higher than income with no reasonable explanation (for example, unusually high shelter costs).
- Information or documentation is lacking relating to the source of income [for example, earnings, Employment Insurance (EI), Canada Pension Plan (CPP), private pension funds, insurance benefits, rental income, etc.].
- The client may be eligible for another income support program (for example, WorkSafe BC, CPP, OAS, EI and pensions from other countries).

### Information sources used to confirm **income**:

- Canada Revenue Agency (TXI Screens)

- Consumer Credit Report (Equifax)
- EI records (WebAOBLink)
- Landlord
- Employer
- Banks (bank profile) and Trust Companies
- Municipal business license

[see Related Links – Income and Exemptions]

Information sources used to confirm **assets**

- BC Online – Personal Property
- Residence Verification
- Banks, Trust Companies, if known
- Consumer Credit Report (Equifax)

[see Related Links – Assets and Exemptions]

### **Self Employment**

- The applicant is the owner of a small business or is a self-employed person and does not have business statements.
- Applicant has not accounted for a business which was sold recently or business assets.
- If applicant has previously operated a business from the home.

Information sources used to confirm **self employment**:

- BC Online – Personal Property
- Consumer Credit Report (Equifax)
- Canada Revenue Agency – TXI Screen
- Residence Verification
- Internet
- Banks, Trust Companies, if known
- Vehicles (for business or recreational vehicles)

### **Out of Province/On Reserve**

- Applicant has been in receipt of assistance in another province or jurisdiction or history of moving from province to province.
- Applicant recently moved off reserve or frequently moves on or off reserve.

Information sources used to confirm **Out of Province/On Reserve**:

- BC Online – Personal Property
- Social Service Office for province or band
- Consumer Credit Report
- First Nations websites
- Banks

## Contacts

Ministry of Citizens' Services  
Information Access Operations

Contact for any questions with regard to records management of client files, and/or access to information.

Information Access Operations  
~~Information, Privacy and Records Services~~  
PO Box 9972 STN PROV GOVT  
Victoria, BC V8W 9R5  
Telephone: 250-387-3128  
Fax: 250 387-3311

Verification of Immigration Status – Information for Staff

Contact to verify a client's immigration status.

Ministry of Housing and Social Development  
MHSD Office 013  
Telephone: 604 660-1479  
E-mail: EIA FASB FO SPONSORSHIP  
EIASPONSOR@gov.bc.ca

## Frequently Asked Questions

N/A

## Systems Instruction

### Compliance Review Screens

April 16, 2007

To introduce changes to the Compliance Review List (CRV L) and Compliance Review

Query (CRV Q) screens including History and 4Mail messages; see Systems Memo #2, (2007/08). [[http://icw.eia.gov.bc.ca/policies/sysmemo/07-08/02EAW\\_PLMS.pdf](http://icw.eia.gov.bc.ca/policies/sysmemo/07-08/02EAW_PLMS.pdf)]

### Canada Revenue Agency (CRA) (For EAW's and Supervisors)

November 1, 2006

For procedures on accessing Canada Revenue Agency (CRA) taxpayer information on MIS, see Systems Memo # 20, (2006/07). [http://icw.eia.gov.bc.ca/policies/sysmemo/06-07/20\\_CRA.pdf](http://icw.eia.gov.bc.ca/policies/sysmemo/06-07/20_CRA.pdf)

### **Canada Pension Plan (CPP) Data Match**

February 4, 2006

For information on the electronic Canada Pension Plan data match process, CPP List (CPP L) and CPP Query (CPP Q) screens, CPP Overrides and the Lump Sum CPP Amount and Income to Apply to LTC fields, see Systems Memo #26, (2005/06).

[http://icw.eia.gov.bc.ca/policies/sysmemo/05-06/26\\_MIS\\_CPP.pdf](http://icw.eia.gov.bc.ca/policies/sysmemo/05-06/26_MIS_CPP.pdf)

### **Canada Revenue Agency (CRA) (For PLMS Staff)**

July 20, 2005

For procedures on accessing Canada Revenue Agency (CRA) taxpayer information on MIS, see Systems Memo #10, (2005/06).

[http://icw.eia.gov.bc.ca/policies/sysmemo/05-06/10\\_CRA\\_FTP\\_Income\\_Verification\\_Systems\\_MemoV3.pdf](http://icw.eia.gov.bc.ca/policies/sysmemo/05-06/10_CRA_FTP_Income_Verification_Systems_MemoV3.pdf)

## **Forms and Letters**

N/A

## **Resources for Staff**

BC Assessment Guidelines

[http://icw.eia.gov.bc.ca/ISD/Guidelines/BC\\_Assessment.doc](http://icw.eia.gov.bc.ca/ISD/Guidelines/BC_Assessment.doc)

Vital Statistics Agency – information regarding birth certificates

<http://www.vs.gov.bc.ca/questions-birth.html>

**Guide to Accessing Canada Revenue Agency Taxpayer Information on MIS – Information for Staff**

[http://icw.eia.gov.bc.ca/learnserv/CRA/CRA\\_IVGuide.pdf](http://icw.eia.gov.bc.ca/learnserv/CRA/CRA_IVGuide.pdf)

**File Review and Distribution System (FRD) – Information for Staff**

<https://mars.eia.gov.bc.ca/products/frds/frduserguide.pdf>

**ICBC Guidelines – Information for Staff**

<http://icw.eia.gov.bc.ca/ISD/Guidelines/ICBC.ppt>

Personal Property Registry Guidelines

[http://icw.eia.gov.bc.ca/ISD/Guidelines/Personal\\_Property\\_Registry.doc](http://icw.eia.gov.bc.ca/ISD/Guidelines/Personal_Property_Registry.doc)

## Related Topics

- Access to Information and Protection of Privacy
- Appeals
- Asset and Exemptions
- BC Employment and Assistance Application – Stage 1
- BC Employment and Assistance Application – Stage 2
- Citizenship Requirements
- Compliance Review
- Eligibility Review
- Identification Requirements
- Income and Exemptions
- Individual Case Management
- Living Arrangements
- Loss Management – Referral to PLMS for Review or Investigation
- Pursuing Income
- Reconsideration
- Sanctions
- Sponsorship Undertaking Default – Code L