



February 14, 2019

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We are writing about your recent behaviour when interacting with the ministry on where you .

This type of behaviour is not acceptable due to . The following options are available to you for contacting and interacting with the ministry:

- Third Party Administration
- My Self Serve

You may choose to register for My Self Serve (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.

For more information about third party administration, please visit the ministry website at: www.gov.bc.ca/bcea/individualcasemanagement

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, your third party administrator can request to speak to a supervisor and if unresolved, then you can have your third party administrator 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 .

As per ministry policy, all third party arrangements are monitored at least annually; your file will be reviewed by , 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 you via phone. Additionally, you will also 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

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**

HR3535 (19/01/22)

Security Classification: PERSONAL

Mailing Address

**Telephone:
Facsimile:**

Administration Client Review Form (see attached). Please complete and mail this to the ministry.

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

If you have any questions, please have your third party administrator contact the ministry on your behalf.

Thank you,

Attachments: Our Service Commitment - Third-Party Administered Clients
MySS Brochure/Handout
Consent to Disclosure Form & Service Authorization Form (HR3189 & HR3189A)
Third Party Administration Client Review Form (HR3678B)

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