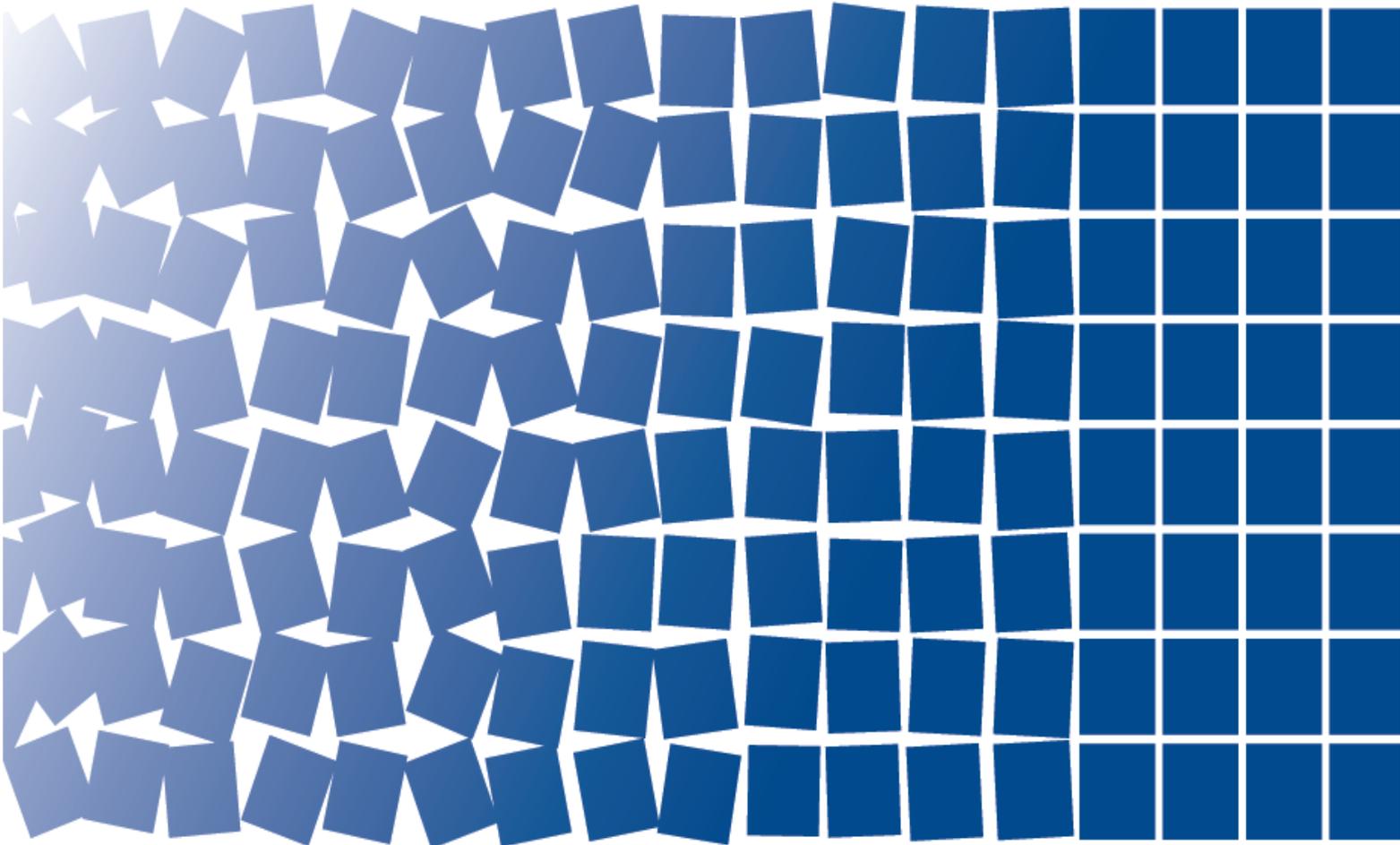


VICTIM SERVICES AND CRIME PREVENTION OPERATIONAL RECORDS CLASSIFICATION SYSTEM



GOVERNMENT RECORDS SERVICE



INFORMATION SCHEDULE APPROVAL

Title: *Victim Services and Crime Prevention Operational Records Classification System (ORCS)*

Ministry of Public Safety and Solicitor General
Victim Services and Crime Prevention Division

Scope of Schedule:

The *Victim Services and Crime Prevention (VSCP) ORCS* is a classification system and retention and disposition schedule for operational records created and received by the Victim Services and Crime Prevention Division.

The responsibilities of the Division include the following: determining the eligibility of individuals to receive financial and other benefits available to crime victims under legislation, and administering benefit payments; selecting and funding third party service providers to deliver victim support and crime prevention programs, and managing the resulting contracts; providing information, notifications, and other assistance directly to victims of crime concerning their court case, the workings of the justice system, and the custodial status of offenders, and; developing plans and conducting outreach to address victim-related priority issues such as human trafficking.

The schedule covers certain records related to funding Stopping the Violence programs that were previously covered under primary 31000 of the *Women's Equality (WEQ) ORCS*. While the *WEQ ORCS* will continue to cover records of the activity that predate the transfer of responsibility to the Ministry of Justice in 2008, secondary 38920-40 of the *VSCP ORCS* will apply after that point. A corresponding administrative amendment has been submitted for approval.

For more information, see the attached schedule.

Earliest date of records covered by this schedule: July 1st, 1972 - ongoing

The government body endorses this schedule and its implementation.

See signed authorization authority
Taryn Walsh, Executive Director, Victim Services and Crime Prevention Division

June 25, 2015
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.

The Information Management Advisory Committee recommends this schedule for approval.

David Curtis, Chair

2017/04/07
Date

Schedule Developer: David Coppard

Endorsed by Government Records Service.

APPROVED BY THE CHIEF RECORDS OFFICER:

Cheryl Wenezenki-Yolland

2017/05/03
Date

Alex Wright, Sr. Director
Date

March 28, 2017

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](#).

VICTIM SERVICES AND CRIME PREVENTION
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USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

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

VICTIM SERVICES AND CRIME PREVENTION

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for operational records created by the Victim Services and Crime Prevention Division in the Ministry of Public Safety and Solicitor General. The functions described in this *ORCS* and the legislation that directs those functions are described in turn.

Under the [Victims of Crime Act \(RSBC 1996, c. 478\)](#), which passed in 1995, the Ministry provides information and other assistance directly to victims of crime concerning their court case and the workings of the justice system, and it also provides them with notifications concerning the custodial status of offenders.

As a matter of policy, the Ministry selects and funds third party service providers to deliver victim support and crime prevention programs such as counselling, referrals, and services for at-risk youth, and it manages the resulting contracts. It has been providing this support to communities since at least the late 1980's. The Ministry also administers a grant program that has similar goals and is funded annually from the province's civil forfeiture account, in accordance with the [Civil Forfeiture Act \(SBC 2005, c. 29\)](#).

More broadly, the Ministry works to address policy and awareness gaps that affect crime victims, most notably by developing a long term strategy and a training program to address issues around human trafficking. The Ministry may also be called in as a source of victim-related expertise after major incidents.

The Ministry is responsible for administering a major benefit program. The [Criminal Injury Compensation Act \(RSBC 1996, c. 85\)](#), and the succeeding [Crime Victim Assistance Act \(SBC 2001, c. 38\)](#), establish the direct financial and other benefits available to victims injured as a result of certain crimes, as well as to certain other eligible persons. The Ministry determines the eligibility of individuals to receive these benefits, and administers the resulting benefit payments. Responsibility for the program was transferred to the Ministry in 2002 from the Worker's Compensation Board.

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* covers records created and received since 1972, when the [Criminal Injury Compensation Act \(RSBC 1996, c. 85\)](#) was passed.

The following summary describes the records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, records are linked to the *ORCS* by primary and secondary numbers. Please consult relevant primaries for further information.

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](#).

	A	SA	FD
1) <u>Policy-final</u> (secondary 38900-00)	SO	5y	FR
<p>The government archives will fully retain final, approved versions of operational policies created by offices having responsibility for a function covered by this ORCS. These records provide evidence of the delivery of a service that has an impact on a wide cross section of British Columbians.</p>			
2) <u>Multi-year plans and reports - published</u> (secondary 38900-20)	SO	5y	FR
<p>These records consist of published versions of multi-year operational plans, as well as published reports on the progress and status of these plans. Examples are the <i>BC Action Plan to Combat Human Trafficking</i>, and the <i>3-Year Status Report on BC's Office to Combat Trafficking in Persons (OCTIP)</i>. Although the former could be fully retained as a strategic plan under ARCS secondary 400-10, the latter could not. Since the published plans and reports are closely related, they have been fully retained together in this ORCS.</p> <p>FR: The government archives will fully retain these records as they document government responses to significant and high profile policy issues.</p>			
3) <u>Claimant case files</u> (secondaries 38920-20, 38920-30, 38920-40, and 38920-50)	SO+2y	88y	DE
<p>These records document the determination of the eligibility of individuals to receive financial and other benefits available to crime victims under legislation, and the administration of benefit payments. These records also include claims that were only found to be potentially eligible, based on facts to be clarified.</p> <p>SO: upon finding the victim eligible or potentially eligible to receive benefits</p> <p>90y: The retention period ensures that the records will remain available for the lifetime of all eligible persons on the claim, as the benefit can be requested at any time. The Ministry calculates a lifetime as 90 years. To avoid having to set retention on a file-by-file basis, the Ministry has elected to create four secondaries that are distinguished from each other solely by the age range of the youngest eligible or potentially eligible person on the file. The retention period on these secondaries is set as the number of years that it would take a person at the lowest end of the indicated age range to reach 90 years of age.</p>			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	A	SA	FD
4) <u>Client case files - victim support and notification</u> (secondary 38930-40 and 38930-50)	SO	9y	DE
<p>These records document the assistance provided to victims, witnesses, and others in navigating the justice process, and the operation of a notification service to inform victims and other eligible persons concerning the status of an accused or offender with respect to the corrections system.</p> <p>9y: The retention period ensures that the records will be available for reference until four years after the offender has completed the maximum sentence that a person can serve in the provincial corrections system, which is two-years-less-a-day in custody followed by three years on probation.</p>			
5) <u>Travel funding case files</u> (secondary 38930-20)	SO	7y	DE
<p>These records document the assistance provided to victims and other eligible persons to fund the cost of travelling to attend criminal justice proceedings.</p> <p>7y: The retention period is consistent with what is indicated in ARCS for records of the associated financial transactions.</p>			
6) <u>Third party program funding and grant administration files</u> (secondaries 38910-10, 38910-40, and 38910-50)	SO	7y	DE
<p>These records document the process of funding third parties to deliver programs and services that support victims of crime or help prevent crime in communities. Funding activities include procuring services, managing the resulting contracts, and allocating grants.</p> <p>7y: The retention period allows a reasonable period of time for the Ministry to refer to, and account for, financial and other actions it carried out in the course of procurement, contract management, and grant administration.</p>			
7) <u>Ineligible or withdrawn claims for benefits</u> (secondary 38920-10)	SO	7y	DE
<p>These records document claims for direct benefits available to victims of crime, family members, and witnesses that were withdrawn by the claimant or found ineligible during review.</p> <p>7y: The retention period allows a reasonable amount of time for new information to become available that would result in the claim being reassessed.</p>			

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	A	SA	FD
8) <u>Issues case files</u> (secondary 38900-10)	SO	7y	DE
<p>These records document the process of responding to problems that are generally related to the operational functions of the organization, but are too broad to be classified under any secondary elsewhere in the <i>ORCS</i>. Records may include correspondence, background materials, and copies of executive correspondence.</p> <p>7y: The retention period provides sufficient time for consultation and resolution.</p>			
9) <u>Systems</u>	SO	nil	DE
<p>The Systems Section provides descriptions of electronic systems and classifications for the records residing on them.</p>			
10) <u>All Other Records</u>			DE
<p>All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. Any information from these records that has ongoing value is adequately documented under secondaries with longer retentions and/or full or selective retention appraisals within the <i>ORCS</i> or in <i>ARCS</i>. These records have no enduring value to government at the end of their scheduled retention period</p>			

END OF EXECUTIVE SUMMARY

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](#).

SECTION 1

VICTIM SERVICES AND CRIME PREVENTION

PRIMARY NUMBERS

38900 – 38999

Section 1 covers records relating to the provision of benefits and support services to victims of crime, and support to communities for crime prevention activities, pursuant to the [Crime Victim Assistance Act \(SBC 2001, c. 38\)](#), the [Criminal Injury Compensation Act \(RSBC 1996, c. 85\)](#), and the [Victims of Crime Act \(RSBC 1996, c. 478\)](#). Included are records relating to the Ministry's determination of the eligibility of individuals to receive financial and other benefits available to crime victims under legislation, and the administration of benefit payments; the selection and funding of third party service providers to deliver victim support and community crime prevention programs, and the management of the resulting contracts; and, the provision of information, notifications, and other assistance directly to victims of crime concerning their case, the workings of the justice system, and the custodial status of offenders.

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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38920	VICTIM BENEFITS ADMINISTRATION
38930	VICTIM SUPPORT AND NOTIFICATION SERVICES

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](#).

38900 VICTIM SERVICES AND CRIME PREVENTION - GENERAL

Records not shown elsewhere in the victim services and crime prevention section that relate generally to the provision of benefits and support services to victims of crime, and support to communities for crime prevention activities, pursuant to the [Crime Victim Assistance Act \(SBC 2001, c. 38\)](#), the [Criminal Injury Compensation Act \(RSBC 1996, c. 85\)](#), and the [Victims of Crime Act \(RSBC 1996, c. 478\)](#). Records include published versions of multi-year plans and reports, and policies, procedures, standards, and guidelines.

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

For executive briefing notes and executive issues records, see [ARCS primary 280](#).

For executive correspondence referral replies, see [ARCS 280-30](#).

For general communications activities, see [ARCS primary 295](#).

For general complaints and ombudsperson's investigations, see [ARCS primary 155](#).

For general inquiries from the public and other ministries, agencies, and organizations, see [ARCS secondary 320-30](#).

For managing website content, see [ARCS primary 340](#).

For program planning, see [ARCS 400-20](#).

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

For routine liaison with other Ministries and other governments, see [ARCS primary 230](#).

For sponsoring or organizing conferences and events, such as Crime Prevention Week, see [ARCS secondary 220-20](#).

For staff speeches and presentations, see [ARCS secondary 324-40](#).

For system descriptions, see the System Section.

The ministry OPR is Victim Services and Crime Prevention Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

38900	VICTIM SERVICES AND CRIME PREVENTION - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	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](#).

38900	VICTIM SERVICES AND CRIME PREVENTION - GENERAL	A	SA	FD
-00	Policy - final (includes final, approved versions of operational policies, procedures, standards, and guidelines that pertain to the functions and activities documented in this <i>ORCS</i>) SO: when the policy is replaced or becomes irrelevant FR: The government archives will fully retain final, approved versions of operational policies created by offices having responsibility for a function covered by this <i>ORCS</i> . These records provide evidence of the delivery of a service that has an impact on a wide cross section of British Columbians. NOTE: For records of policy development, see secondary 38900-30.	SO	5y	FR
-01	General NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant more specific classification.	CY+1y	nil	DE
-10	Issues case files (arrange by issue) (includes correspondence, notes, background materials, and copies of briefing notes) SO: when issue is resolved, and when records are no longer required for reference purposes 7y: The retention period provides sufficient time for consultation and resolution.	SO	7y	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](#).

38900	VICTIM SERVICES AND CRIME PREVENTION - GENERAL	A	SA	FD
-20	Multi-year plans and reports - published (covers published versions of multi-year operational plans, as well as published reports on the progress and status of these plans) SO: when the term of the plan ends or the report is published FR: The government archives will fully retain these records as they document government responses to significant and high profile policy issues. NOTE: For records of the development of such plans, as well as all records relating to operational plans that are either not multi-year or not published, see ARCS secondary 400-20 .	SO	5y	FR
-30	Policy development case files (covers the development of operational policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this ORCS) (includes research, copies of briefing notes, correspondence, drafts and working materials) SO: when the policy is finalized and approved, or work on the policy is abandoned DE: These records have been appraised for destruction because final policies are fully retained under secondary 38900-00.	SO+5y	nil	DE
-40	System generated reports (covers reports generated for operational purposes from data in any of the operational systems listed in the System Section, provided they cannot be incorporated into any other file) SO: when no longer needed for reference purposes	SO	nil	DE

END OF PRIMARY

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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38910 SUPPORT TO COMMUNITIES

Records relating to developing and sustaining a capacity within communities to support victims of crime and prevent crime. Sources of funding may include Ministry budgets, payments provided under the [Civil Forfeiture Act \(SBC 2005, c. 29\)](#), or funds provided under agreements with the federal government. Activities include the following:

- selecting service providers to deliver programs in communities;
- managing the resulting contracts with service providers;
- administering a grant program;
- developing and providing training; and,
- providing victim-centred advice and services to a community in response to a major incident or exceptional circumstance.

Specifically excluded from the scope of this ORCS are records relating to Stopping the Violence (STV) contracts that were closed before funding responsibility was transferred to the Ministry of Public Safety and Solicitor General in 2008: these are covered under primary 31000 of the *Women's Equality ORCS*.

For the negotiation and management of agreements with the federal government and others both within and outside the provincial government, see [ARCS primary 146](#).

For operational policy, see secondary 38900-00.

For procurement and contract management for services that do not constitute third party program delivery, see [ARCS 1070](#).

For procurement and contract management that relates directly to funding transition houses, safe homes, and second-stage houses, see primary 31000 in the Women's Equality (WEQ) ORCS.

For program planning, see [ARCS secondary 400-20](#).

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

For system descriptions, see the System Section.

For training that is internal to the Ministry, such as job training offered to Ministry staff, or training offered to persons outside government on Ministry practices and procedures, see [ARCS primary 1735](#).

The ministry OPR is Victim Services and Crime Prevention Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

38910	SUPPORT TO COMMUNITIES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-01 General	CY+1y	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](#).

38910	SUPPORT TO COMMUNITIES	A	SA	FD
-10	<p>Civil forfeiture grants (includes the annual priority stream recommendations, posted grant criteria, applications for grants, documentation on the scoring and evaluation of applications, the recommendation package, documentation on the final selection of grant recipients, and charts, correspondence and other records documenting grant recipients' progress and outcomes)</p> <p>SO: when grant is paid out, withdrawn, or cancelled; for summary records, when last grant made in the annual cycle that the summary refers to is paid out, withdrawn, or cancelled</p> <p>7y: The retention period ensures that these records are retained for the same length of time as records of the associated financial management actions, thus ensuring that their context is preserved; for records of the financial management of grants, see ARCS primary 1150.</p>	SO	7y	DE
-20	<p>Major case management (covers the provision, where required by a specific and time-limited executive directive, of victim-centred advice and services to a community as part of broader government response to an incident or circumstance that resulted in many victims, or a significant degree of victimization) (includes work plans, correspondence, and copies of briefing notes)</p> <p>SO: when requirements of executive directive have been fulfilled and case is closed</p> <p>DE: These records have been appraised for destruction because the key evidence of the function, including original briefing notes, will be selectively retained as either executive service records under ARCS primary 280, or as executive records under special schedule 102906 Executive Records.</p>	SO	5y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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38910	SUPPORT TO COMMUNITIES	A	SA	FD
-30	Operational training - Ministry directed (covers the Ministry's role in developing operational training material and making it available outside the provincial government: the material may be designed for either online or in-person delivery) (includes final training materials, research, drafts, training plans, records of the coordination and delivery of training, and correspondence)	SO	2y	DE
	SO: when training is complete or the training program has been significantly revised, and materials are no longer needed for reference			
	DE: These records have been appraised for destruction because summary evidence of the function will be fully retained as multi year plans and reports under secondary 38900-20, or as policies under secondary 38900-00.			
	NOTE: For records of the management of training-related contracts, see ARCS primary 1070 or secondary 38920-40, as appropriate.			

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](#).

38910	SUPPORT TO COMMUNITIES	A	SA	FD
-40	Third party program delivery - contract management (covers negotiations with individual service providers for the award or renewal of program delivery contracts, and subsequent contract management activities such as performance monitoring, payment authorization, issue tracking, and dispute resolution) (includes successful application for funding, service provider budgets and other supporting documentation, final and amended contracts, statistical and financial reports, working files, payment schedules, payment requisition, contract evaluation reports, tracking data, correspondence, and data in both the Online Program Records Administration System and the Stopping the Violence Case Management System) SO: upon expiry or termination of contract and conclusion of all extensions and renewals of the contract 7y: The retention period allows a reasonable period of time for the Ministry to review the terms and performance of previous contracts during re-negotiation, and to account for financial and other actions it carried out with respect to a concluded contract. NOTE: For records relating to Stopping the Violence (STV) contracts that were closed before funding responsibility was transferred to the Ministry of Public Safety and Solicitor General in 2008, see primary 31000 of the <i>Women's Equality ORCS</i> . NOTE: For the purposes of this ORCS, program delivery contracts include contracts for funding service provider umbrella organizations.	SO	7y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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38910	SUPPORT TO COMMUNITIES	A	SA	FD
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-50	Third party program delivery - procurement	SO	7y	DE
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(covers the preparation of government offers to enter into agreements with service providers for program delivery, and the selection of a service provider)

(includes the request for proposal or other solicitation document, applications and proposals received, scoring and evaluation documentation, award documentation, justification of direct awards, correspondence, and data in both the Online Program Records Administration System and the Stopping the Violence Case Management System)

SO: when contract is awarded and agreed to, or contract opportunity is cancelled

7y: The retention period allows a reasonable period of time for the Ministry to review previous procurement actions and outcomes in preparation for an upcoming procurement action, and to account for financial and other actions it carried out with respect to concluded procurement activities.

NOTE: For administrative convenience, offices may classify procurement records with the associated contract management files under secondary 38910-40: records thus classified would then be retained as indicated for that secondary.

NOTE: For records of procurement for the purpose of funding transition houses, safe homes, and second-stage houses, see note under secondary 38910-40.

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](#).

38920 VICTIM BENEFITS ADMINISTRATION

Records relating to the determination of eligibility and provision of direct benefits to victims, family members, and witnesses in cases where the benefit is specifically authorized and regulated by the [Crime Victim Assistance Act \(SBC 2001, c. 38\)](#) or the [Criminal Injury Compensation Act \(RSBC 1996, c. 85\)](#).

NOTE: The retention period for claimant case files ensures that the records will remain available for the lifetime of all eligible persons on the claim, as the benefit can be requested at any time.

For operational policy, see secondary 38900-00.
 For reference material/topical files, see [ARCS secondary 358-20](#).
 For system descriptions, see the System Section.

The ministry OPR is Victim Services and Crime Prevention Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

38920	VICTIM BENEFITS ADMINISTRATION	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-01 General	CY+1y	nil	DE
PIB	-05 Counsellor registration (covers the review of a counsellor's business and employment information in order to determine whether the individual is eligible under legislation to receive payment for counselling services, and to set the payment amount) (includes counsellor's confirmation of liability insurance, criminal record check, work history and confirmation of affiliation, the Ministry's fee confirmation letter, and data in the Electronic Victim Information System)	SO+2y	nil	DE
	SO: when the period of eligibility assigned to the counsellor as a result of the review has expired; if the counsellor was not found eligible, then the date the Ministry determined they were not eligible or deemed the application to be abandoned			

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](#).

38920	VICTIM BENEFITS ADMINISTRATION	A	SA	FD
PIB	<p>-10 Ineligible or withdrawn claims (arrange by victim) (includes, where applicable, the application for benefits, police and medical reports, records collected or created during verification, and data in the Electronic Victim Information System)</p> <p>SO: when the claim is withdrawn or found ineligible, the period for requesting reconsideration or judicial review has expired, and any reconsideration or judicial actions undertaken as a result of a request have concluded</p> <p>7y: The retention period allows a reasonable amount of time for new information to become available that would result in the claim being reassessed.</p>	SO	7y	DE
PIB	<p>-20 Claimant case files - age 0 to 19 (arrange by victim) (covers claims in which the youngest person found eligible for benefits, or potentially eligible based on facts to be clarified, is aged 19 or younger) (includes application for benefits, police and medical reports, records collected or created during verification, record of benefit awarded and conditions, benefit transactions and supporting documentation, service provider information, correspondence, contact and tracking information, and data in the Electronic Victim Information System)</p> <p>SO: upon finding the victim eligible or potentially eligible to receive benefits</p> <p>90y: See explanatory note in primary.</p>	SO+2y	88y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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38920	VICTIM BENEFITS ADMINISTRATION	A	SA	FD
PIB	-30 Claimant case files - age 20 to 49 (arrange by victim) (covers claims in which the youngest person found eligible for benefits, or potentially eligible based on facts to be clarified, is aged between 20 and 49 inclusive) (includes application for benefits, police and medical reports, records collected or created during verification, record of benefit awarded and conditions, benefit transactions and supporting documentation, service provider information, correspondence, contact and tracking information, and data in the Electronic Victim Information System) SO: upon finding the victim eligible or potentially eligible to receive benefits 70y: See explanatory note in primary.	SO+2y	68y	DE
PIB	-40 Claimant case files - age 50 to 64 (arrange by victim) (covers claims in which the youngest person found eligible for benefits, or potentially eligible based on facts to be clarified, is aged between 50 and 64 inclusive.) (includes application for benefits, police and medical reports, records collected or created during verification, record of benefit awarded and conditions, benefit transactions and supporting documentation, service provider information, correspondence, contact and tracking information, and data in the Electronic Victim Information System) SO: upon finding the victim eligible or potentially eligible to receive benefits 40y: See explanatory note in primary.	SO+2y	38y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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38920	VICTIM BENEFITS ADMINISTRATION	A	SA	FD
PIB	-50 Claimant case files - age 65 and over (arrange by victim) (covers claims in which the youngest person found eligible for benefits, or potentially eligible based on facts to be clarified, is aged 65 and over) (includes application for benefits, police and medical reports, records collected or created during verification, record of benefit awarded and conditions, benefit transactions and supporting documentation, service provider information, correspondence, contact and tracking information, and data in the Electronic Victim Information System)	SO+2y	23y	DE
	SO: upon finding the victim eligible or potentially eligible to receive benefits			
	25y: See explanatory note in primary.			

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](#).

38930 VICTIM SUPPORT AND NOTIFICATION SERVICES

Records relating to the assistance provided to victims of crime and others in navigating the justice process, and records relating to the operation of a notification service to inform eligible persons of changes to the custodial status of accused and offenders, carried out pursuant to the [Victims of Crime Act \(RSBC 1996, c. 478\)](#). Also included are records of the provision, in certain circumstances, of a one-time funding allocation to a victim of crime or other eligible person for the cost of travelling to attend criminal justice proceedings.

For operational policy, see secondary 38900-00.

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

For system descriptions, see the System Section.

The ministry OPR is Victim Services and Crime Prevention Division unless otherwise noted below. See specific secondaries for OPR retention schedules.

38930	VICTIM SUPPORT AND NOTIFICATION SERVICES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-01	General	CY+1y	nil	DE
-10	Applications - incomplete or ineligible (covers applications for services described in the primary that do not result in the applicant being registered to receive them, whether due to a finding of ineligibility or for any other reason) (includes application, supporting documentation, correspondence, and data in the Victim Information Safety Tracking Application)	SO+2y	nil	DE
	SO: when decision is made or application file is closed as abandoned.			

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](#).

38930	VICTIM SUPPORT AND NOTIFICATION SERVICES	A	SA	FD
PIB	<p>-20 Travel funding case files (arrange by name of recipient of travel funding) (covers the provision of a one-time funding allocation to a victim of crime or other eligible person for the cost of travelling to attend criminal justice proceedings, when such funding is neither provided by Crown counsel nor available through other sources) (includes applications and evaluations that result in a finding of eligibility, case tracking information, transaction records, correspondence, and data in the Victim Information Safety Tracking Application)</p> <p>SO: date court proceedings, including appeals, are concluded</p> <p>7y: The retention period is consistent with what is indicated in ARCS for records of the associated financial transactions.</p>	SO	7y	DE
	<p>-30 Victim support - brief service files (covers records of interactions with people who request advice on court matters, but don't require ongoing services)</p>	CY+2y	nil	DE
PIB	<p>-40 Victim support - client case files (arrange by victim identifier) (covers the assistance provided to a victim of crime or other eligible person in navigating the justice process; assistance may include court orientation, the provision of information on the individual's own case, and referrals to other services) (includes intake sheet, running record, notes, correspondence, and data in the Court Support Database)</p> <p>SO: date court proceedings, including appeals, are concluded</p> <p>9y: The retention period ensures that the records will be available for reference, in the event the victim registers to receive notifications, until four years after the offender has completed the maximum sentence that a person can serve in the provincial corrections system, which is two-years-less-a-day in custody followed by three years on probation.</p> <p>NOTE: For more information, see note under secondary 38930-50.</p>	SO	9y	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](#).

38930	VICTIM SUPPORT AND NOTIFICATION SERVICES	A	SA	FD
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PIB	-50	Victim notification services - client case files	SO	9y	DE
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(arrange by client file number)
(covers the notification services provided to a victim of crime or other eligible person concerning the status of an accused or offender with respect to the corrections system: notifications may indicate whether they are currently in a provincial jail, when they will be released, the conditions they are subject to in the community, and which community they are in)
(includes inquiry or application for ongoing notification, client's demographic information, information on the offender's status, the case log, correspondence, referrals, and data in the Victim Information Safety Tracking Application)

SO: date court proceedings, including appeals, are concluded; if no court proceedings are initiated, then date of last contact with victim or other eligible person

9y: The retention period ensures that the records remain operationally available until four years after the offender has completed the maximum sentence that a person can serve in the provincial corrections system, which is two-years-less-a-day in custody followed by three years on probation.

NOTE: Offenders who receive sentences of two years or more in custody automatically become the responsibility of the federal corrections system, and victims of those offenders would need to request notifications through a federal victim service program.

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](#).

38930	VICTIM SUPPORT AND NOTIFICATION SERVICES	A	SA	FD
PIB	-60 Victim notification services - high risk offender case files (arrange by offender) (covers the representation of victims' concerns to the coordinating body that advises justice agencies on whether an offender's presence in the community warrants further court-ordered supervision, as well as the communication of committee decisions and developments to the victim) (includes information about the offender's offences, the offender's risk assessment, contact information for victims, information communicated to victims, and correspondence concerning the progress of any peace bond application) SO: when the committee has released its decision to proceed or not to proceed with the peace bond application 4y: The retention period ensures that the records will be available for the maximum term of a peace bond, in the event the committee subsequently decides to extend it, plus an additional two years after the peace bond expires for reference and accountability purposes. NOTE: For committee records that haven't been incorporated into a case file, see ARCS secondary 200-20 .	SO	4y	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](#).

VICTIM SERVICES AND CRIME PREVENTION

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

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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](#).

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.

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](#).

SIMPLE SYSTEMS LIST

This table provides a comprehensive list of simple information systems that contain data covered by this ORCS, but which do not warrant detailed systems overviews. Please note that simple web sites are classified under [ARCS secondary 340-30](#) and are not mentioned here.

Systems and web sites that warrant more detailed descriptions are not included in this list; see the Systems Section table of contents.

System Title	System Overview	Retention Schedule			
		A	SA	FD	
Court Support Database (CSP)	The Court Support Database is a Microsoft Access database that is used to track the cases of clients who are receiving ongoing court services, and also to manage some of their documentation. Each client is assigned a unique number upon registration, and this number becomes their primary identifier in the database. Data in the system includes demographic information about the client, the client's intake sheet, information about their case, and a running record of communications and actions taken. Staff may also attach electronic documents to the file.				
Data:	38930-40	Victim support - client case files	SO	9y	DE
Inputs:	38930-40	Victim support - client case files	SO	9y	DE
Outputs:	38900-40	System generated reports	SO	nil	DE

END OF SIMPLE SYSTEMS LIST

ELECTRONIC VICTIM INFORMATION SYSTEM (ELVIS)

SYSTEM OVERVIEW

Creating Agency

Ministry of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, Crime Victim Assistance Program

Purpose

Ministry staff use ELVIS to track the progress of applications for crime victim assistance benefits, look up the benefit entitlement of eligible claimants, track their claims history, and generate payments (see historical note below).

Information Content

The information in the system consists of the following:

- demographic information about the applicant and any potentially eligible persons associated with their claim, such as family members;
- information about the applicant's victimization, such as the nature of the offence and the police file number, if applicable;
- inputs to, and results of, the adjudication process, including the reasons for rejection if the application was rejected;
- the eligibility status of benefit recipients, the benefits they are entitled to, and any relevant conditions attached to those benefits, such as funding caps;
- the history of requests for payment and decisions and actions taken with respect to the claim; and,
- benefit payment dates, amounts, and totals.

Inputs, Processes, and Outputs

Staff begin copying information about the applicant into the system when they receive it, regardless of whether it is complete. Each claim is attached to a specific victim and assigned a unique number, and a claim file typically includes the victim's family members. Staff use the system to flag documentation that the applicant still needs to send in, and to generate reminder letters. Staff record the completion of key steps in the application and adjudication process in the system. Once the adjudication decision has been made, staff record the person's benefit entitlement and status in the system and generate a notice of decision letter. If the application was rejected, staff record the reason.

For eligible claimants, staff will record their requests for payment, supporting documentation submitted, and decisions made. Staff use the system to authorize payments and then generate them through Corporate Accounting Services' system (CAS). The system can also alert staff to required actions, such as a need to send reminder notices after a set period of time. While information about a client's status, entitlements, and payment history could be reconstituted from the hard copy master file, staff use ELVIS as their primary reference when processing payment requests and handling inquiries.

Outputs of the system include payment requisitions, letters to applicants and recipients, reports on specific claims, global reports showing bring forward items and status alerts, and high-level monthly and yearly statistical 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](#).

Historical Note

ELVIS was created in-house in 2003. Information in the system relating to claims that were processed prior to 2002 was transferred in from previous legacy 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](#).

ELVIS

Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
VSCP	38920-05	Counsellor registration	SO+2y	nil	DE
VSCP	38920-10	Ineligible or withdrawn claims	SO	7y	DE
VSCP	38920-20	Claimant case files - age 0 to 19	SO+2y	88y	DE
VSCP	38920-30	Claimant case files - age 20 to 49	SO+2y	68y	DE
VSCP	38920-40	Claimant case files - age 50 to 64	SO+2y	38y	DE
VSCP	38920-50	Claimant case files - age 65 and over	SO+2y	23y	DE
Inputs					
VSCP	38920-05	Counsellor registration	SO+2y	nil	DE
VSCP	38920-10	Ineligible or withdrawn claims	SO	7y	DE
VSCP	38920-20	Claimant case files - age 0 to 19	SO+2y	88y	DE
VSCP	38920-30	Claimant case files - age 20 to 49	SO+2y	68y	DE
VSCP	38920-40	Claimant case files - age 50 to 64	SO+2y	38y	DE
VSCP	38920-50	Claimant case files - age 65 and over	SO+2y	23y	DE
Outputs					
ARCS	925-20	Accounts payable (<i>covers payment data transferred into CAS</i>)	FY+1y	6y	DE
VSCP	38900-40	System generated reports	SO	nil	DE
VSCP	38920-20	Claimant case files - age 0 to 19	SO+2y	88y	DE
VSCP	38920-30	Claimant case files - age 20 to 49	SO+2y	68y	DE
VSCP	38920-40	Claimant case files - age 50 to 64	SO+2y	38y	DE
VSCP	38920-50	Claimant case files - age 65 and over	SO+2y	23y	DE
Other Related Records					
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 100000
VSCP = *Victim Services and Crime Prevention ORCS*, schedule 201301

END OF OVERVIEW

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

ONLINE PROGRAM RECORDS ADMINISTRATION (OPRA)

SYSTEM OVERVIEW

Creating Agency

Ministry of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, Community Programs

Purpose

OPRA is a system that the Ministry uses to administer its contracts with service providers for program delivery. The system includes contracts for all programs except those that focus on women who have experienced violence and children who have witnessed abuse (see historical note below).

Information Content

The system contains profile information on contractors and contract details such as deliverables and statements of price or rate. The system furthermore contains statistical data on services provided, such as data on how many clients a service provider served over a given period and what services were provided to them.

Inputs, Processes, and Outputs

Ministry staff enter profile information about contracts and contractors into the system. On a monthly basis, service providers use an online module called OPRA Stats Entry to enter statistical reports on services they have provided over the reporting period. Staff responsible for managing the program will then review and approve these reports in the system. Program managers may also use the data to generate reports for oversight purposes.

Historical Note

OPRA was the case management system that Victim Services and Crime Prevention Division was using to manage contracts in 2008, when the Stopping the Violence Case Management System (STVCMS) was transferred in from the now-dissolved Ministry of Women's Equality (see historical note for STVCMS). The STVCMS system continues to be used to manage contracts for programs that focus on women who have experienced violence and children who have witnessed abuse, while OPRA continues to be used to manage other kinds of program delivery contracts. The only significant technical difference between the two is that STVCMS can be used to generate payments through CAS, while OPRA cannot. It is likely that OPRA will eventually be phased out and its content folded into STVCMS. As the records in both systems are covered by the same primaries and secondaries, a merger should have no special implications for classification.

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](#).

OPRA

Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
VSCP	38910-50	Third party program delivery - procurement	SO	7y	DE
Inputs					
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
VSCP	38910-50	Third party program delivery - procurement	SO	7y	DE
Outputs					
VSCP	38900-40	System generated reports	SO	nil	DE
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
Other Related Records					
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 100000
VSCP = *Victim Services and Crime Prevention ORCS*, schedule 201301

END OF OVERVIEW

STOPPING THE VIOLENCE CASE MANAGEMENT SYSTEM (STVCMS)

SYSTEM OVERVIEW

Creating Agency

Ministry of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, Community Programs

Purpose

STVCMS is a system that the Ministry uses to administer its contracts with service providers for program delivery, and to generate payments. The system only includes contracts for programs that focus on women who have experienced violence and children who have witnessed abuse.

Information Content

The system contains profile information on both historical and current contractors, details of applications for funding, descriptions of deliverables, and statements of price or rate. The system furthermore contains statistical data on services provided, such as data on how many clients a service provider served over a given period, and what services were provided to them.

Inputs, Processes, and Outputs

Ministry staff enter profile information about contracts and contractors into the system, including financial information. At regular intervals, service providers use an online module called Stopping the Violence Data Entry System (STVDES) to enter statistical reports on services they have provided over the reporting period. Staff responsible for managing the program will review these reports against the contract details and approve payments. Financial staff will then use the same information to generate payments to the provider through Corporate Accounting Services' system (CAS). Program managers may also use the data to generate reports for oversight purposes.

Historical Note

The STVCMS system originated with the Ministry of Women's Equality, which used it to manage its various funding agreements. When that Ministry was dissolved in 2008, functional responsibility for administering those agreements was divided between two other Ministries. Responsibility for programs that addressed women who had experienced violence and for children who had witnessed abuse was transferred to Victim Services and Crime Prevention Division, while responsibility for funding women's transition houses, safe homes, and second stage houses was transferred to the Ministry of Housing and Social Development, now BC Housing. Records that document the latter function remain the responsibility of BC Housing, and are covered by the *Women's Equality ORCS*, schedule 117476.

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](#).

STVCMS

Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
VSCP	38910-50	Third party program delivery - procurement	SO	7y	DE
Inputs					
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
VSCP	38910-50	Third party program delivery - procurement	SO	7y	DE
Outputs					
ARCS	925-20	Accounts payable (<i>covers payment data transferred into CAS</i>)	FY+1y	6y	DE
VSCP	38900-40	System generated reports	SO	nil	DE
VSCP	38910-40	Third party program delivery - contract management	SO	7y	DE
Other Related Records					
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
VSCP = *Victim Services and Crime Prevention ORCS*, schedule 201301

END OF OVERVIEW

VICTIM INFORMATION SAFETY TRACKING APPLICATION (VISTA)

SYSTEM OVERVIEW

Creating Agency

Ministry of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, Justice and Safety Programs, Victim Safety Unit

Purpose

VISTA identifies victims who are registered to be notified of changes to the status of an accused or offender, and alerts staff when the status of the accused or offender changes; it also allows staff to log decisions and actions taken with respect to clients and additionally to keep track of individuals who are eligible to receive travel benefits.

Information Content

The system contains the following information:

- applicant's demographic information, such as name, address, and contact details;
- information about the applicant's victimization, such as the offence, location of offence, police file number, and relationship to the accused or offender;
- information about the accused or offender, such as their current bail or custody status, demographic information, and other relevant data;
- case log entries documenting notifications and referrals that have been provided to the client, and information that staff have provided to bail supervisors, probation officers, victim service workers and others; and,
- information about the client's eligibility to receive travel benefits, and any amounts paid.

Inputs, Processes, and Outputs

A Ministry employee takes information that the applicant has provided either verbally or on their application, and enters it directly into the system. The system links this information to data extracted from the BC Corrections Network (CORNET) concerning the accused or offender. When notifications are issued, correspondence is sent, travel payments are made, and other actions are taken with respect to a client, staff will also input this information directly into the case log. Although the system isn't used for document tracking, staff may sometimes copy the text from an email directly into the case log.

The service provider that provides information to registered Victim Safety Unit clients after normal business hours has access to a sub-module of VISTA that shows demographic information about the victim and provides access to the case log and alerts. Service provider staff can make their own entries in the case log, and the system automatically records the identifying information of the worker who made the entry.

For individuals who are eligible to receive travel benefits, staff use the system to record their demographic information, eligibility status, decisions made with respect to their payment requests, and benefit amounts paid.

Outputs include alerts regarding changes to the status of an accused or offender, and letters to clients containing reminders and other information.

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](#).

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

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
VSCP	38930-10	Applications - incomplete or ineligible	SO+2y	nil	DE
VSCP	38930-20	Travel funding case files	SO	7y	DE
VSCP	38930-50	Victim notification services - client case files	SO	9y	DE
Inputs					
VSCP	38930-10	Applications - incomplete or ineligible	SO+2y	nil	DE
VSCP	38930-20	Travel funding case files	SO	7y	DE
VSCP	38930-50	Victim notification services - client case files	SO	9y	DE
Outputs					
VSCP	38900-40	System generated reports	SO	nil	DE
VSCP	38930-20	Travel funding case files	SO	7y	DE
VSCP	38930-50	Victim notification services - client case files	SO	9y	DE
Other Related Records					
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 100000
VSCP = *Victim Services and Crime Prevention ORCS*, schedule 201301

END OF OVERVIEW

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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VICTIM SERVICES AND CRIME PREVENTION

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](#).

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[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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[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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