

Pages 1 through 6 redacted for the following reasons:

s. 3

Teng, Zita MCF:EX

From: MCF Deputy Ministers Office MCF:EX
Subject: FW: Message to Staff

From: MCF Deputy Ministers Office MCF:EX
Sent: May-09-14 4:57 PM
To: MCF All Exchange mailboxes
Subject: Message to Staff

Hello Everyone,

It's been a trying couple of days for many in our child welfare service area as well as in our provincial programs who have not been able to count on a stable, robust information management system to assist with their work. While some staff have not experienced issues with the system, others have experienced intermittent access or ongoing slow performance issues.

I want to make a point of acknowledging all of your efforts in adapting to local and provincial continuity plans in order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

Those who have continued to access ICM during this time have reported that the system has been more stable in the last few days. The priority now is to maintain system stability while continuing to investigate the root cause of recent issues. We will know more by the end of the weekend as a remarkable team of staff from the MCFD/SDSI systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while continuing to troubleshoot.

Again, thank you for your individual and collective effort. I recognize it has been a frustrating time for many of us. While things have improved, more needs to be and will be done to address the problem.

Mark

Howe, Lea MCF:EX

From: Teng, Zita MCF:EX
Sent: Monday, June 9, 2014 2:10 PM
To: Howe, Lea MCF:EX
Subject: FW: Message from ADMs Bev Dicks and Cory Heavener: ICM System Availability

From: MCF Updates MCF:EX
Sent: Wednesday, May 7, 2014 3:47 PM
To: MCF All Exchange mailboxes
Subject: Message from ADMs Bev Dicks and Cory Heavener: ICM System Availability

Over this past week, many of you have experienced major challenges in accessing and using the ICM system, particularly during peak periods of the day. While the system is intermittently available, it has been and, as of this morning, continues to be very slow – and that has a direct impact on your work, particularly those of you working in child protection and transactional services, including Autism Funding, Medical Benefits and Child Care Subsidy.

We are taking this issue very seriously, and have a cross-ministry team of more than 30 technicians working around the clock to resolve the problem which exists with government systems interconnectivity that is impacting ICM operations and is affecting all three partner ministries, including MCFD.

While individual offices and staff have been managing through their own specific plans, with the slowdown lasting more than a few days, we want to ensure we are consistent with our approach across all service delivery areas.

Child Protection Social Workers: ICM Outage Guidelines

If ICM can't be accessed **please take the following steps** to document and assess child protection intakes. Please note that child protection forms are available on the MCFD iConnect site:

1. Use the intake form located on the iConnect page to document the **Intake** information.
2. Complete Prior Contact Check using MIS for history (does not include the last three years) and review any paper files available.
3. If there is limited available information about the family and the report presents potential staff safety issues, social workers should use caution and contact police to determine if there are safety issues and ask for police support where appropriate. **Please note that an additional email from your Executive Director of Service will follow, outlining limited access to a 'read only' system to conduct a more thorough Prior Contact Check if safety concerns exist.*
4. Print the Intake form for consultation and sign off. Team Leaders get a copy of each report to track and ensure information is entered in ICM when available.
5. Team Leaders enter the intake on the Intake Tracking Sheet.

6. If a transfer of an intake is required, please call the receiving office to alert them to the intake and attach all required documentation to an email to the Team Leader and duty worker.
7. Complete the **SDM Screening Assessment and Safety Assessment** as per policy. These forms are available on the iConnect forms page.
8. Once data for a family is entered onto the required forms, they should be saved in a secure LAN drive. When ICM is accessible, drag and drop the PDF document from the LAN drive to the appropriate ICM Incident. Please save with form number (CF0640, CF0638 or CF1070) in the title.
9. Please ensure you **check your fax machines each morning** as After Hours may fax intake information, depending on system availability.
10. As an added measure, please fax any **Notifications** and **Action Alerts** to Vancouver After Hours at: **604 660-5066**.

While our primary focus is on the health and safety of the children and youth we serve, we know that the intermittent system availability is also affecting our transactional services. We thank you for your continued professionalism and patience as you respond to phone calls from both service providers and families.

Thank you all for your continued patience while we resolve this issue. We will continue with system updates as new information becomes available.

Sincerely,

Beverly Dicks
ADM, PODV and Strategic Initiatives

Cory Heavener
Provincial Director of Child Welfare

Howe, Lea MCF:EX

From: MacLean, Debbie MCF:EX
Sent: Monday, June 9, 2014 2:30 PM
To: Dicks, Beverly J MCF:EX
Subject: FW: Links to the application for our user lists (IDIRs)

Debbie MacLean
Executive Coordinator to
Beverly Dicks, ADM
Provincial Office of Domestic Violence and Strategic Priorities
250-356-1181

From: MacLean, Debbie MCF:EX
Sent: Wednesday, May 7, 2014 4:13 PM
To: Harper, Heather MCF:EX; Scheiber, Alex MCF:EX; Myers, Trisha MCF:EX; Baird, James A MCF:EX; Loughran, Bryce K MCF:EX; Henderson, Sharmaine MCF:EX; Pearce, Michelle D MCF:EX; Doer, Lisa MCF:EX; Johal, Kirandeep MCF:EX; Caldwell, Connie G MCF:EX; Washbrook, Shawna L MCF:EX; Dhillon, Garry MCF:EX; Swart, Maria G MCF:EX; Tepper, Edna MCF:EX; Tilley, John MCF:EX; Sutton, Glynn MCF:EX
Cc: Watts, Robert J MCF:EX
Subject: Links to the application for our user lists (IDIRs)

On behalf of Beverly Dicks, ADM

The links for ICM are as follows:

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You will likely prefer the read write environment which is the external link, we are providing the read only as a secondary back- up.