

Van Ek, Christie SDSI:EX

From: Bauer, Melissa L SDSI:EX
Sent: Friday, May 9, 2014 2:59 PM
To: Valentine, Alanna EAAT:EX
Subject: communication

I have also spoken to Alana and confirmed EAAT will continue to be flexible regarding their receipt of the NOA within timelines. RB will be able to message any process or ICM incurred delays to EAAT so they are able to take those circumstances into consideration. This type of consideration is not a change in process, EAAT has always taken individual circumstances into consideration when deciding whether a NOA is received within timelines.

Communication to Reconsideration and Appeal stakeholders (Advocates and clients):

We are currently experiencing technical issues with all Service Delivery channels.

We have modified our business processes for reconsideration and appeal services through the Reconsideration Unit to ensure that those services remain available to the public. The ministry is committed to providing necessary flexibility with regard to ensuring that there are no negative client outcomes resulting from any impacts on prescribed time limits for client requests for reconsideration or appeal.

Completed Request for Reconsideration packages can be faxed directly to Reconsideration Unit via 250-387-5814.

Clients and Advocates can also contact the Reconsideration Unit by telephone at 250-356-7993

Thank you for your continued patience

Van Ek, Christie SDSI:EX

From: Gillespie, Alice SDSI:EX on behalf of ELMSD Program Governance SDSI:EX
Sent: Monday, June 2, 2014 3:55 PM
To: SDSI ELMSD All Staff
Subject: ELMSD Communication

To all staff:

The following message will be sent to EPBC Contractors tomorrow morning at 10AM

Dear EPBC Contractors:

As part of our ongoing efforts to ensure ICM performance levels, the Ministry would like to remind all Contractors working in ICM through Internet Explorer to review the Job Aid – [Technical ICM Connectivity Setup and End User Configuration](#) that is posted on the Extranet, under EPBC Job Aids/Technical. In addition, it is recommended that if a user experiences any suspected performance issues, to log out, to clear their Internet Explorer browser history then log back in as your first course of action.

It is important to log out of ICM by clicking on File and Log Out versus clicking on the x in the top right hand corner of the browser screen as this may result in multiple sessions that will not close properly and this could impact performance in the system.

Van Ek, Christie SDSI:EX

From: Bauer, Melissa L SDSI:EX
Sent: Wednesday, May 7, 2014 2:52 PM
To: EAAT Employment and Assistance Appeal Tribunal EAAT:EX
Cc: McEwen, Glenna L EAAT:EX; Valentine, Alanna EAAT:EX; Franklin, Kelly SDSI:EX; Power, Amy SDSI:EX; Strausz, Monika SDSI:EX
Subject: Faxing to RB
Importance: High

Good afternoon –

Reconsideration Unit's fax machine is up and running again.

Please fax as usual to 1-855-356-8261.

Thank you all very much for your patience and understanding ☺

Please note** We are still experiencing ICM outages so are not yet caught up with processing.

Melissa Bauer

A/Director - Reconsideration and Appeals Section
SDSI-CFD Legislation, Litigation and Appeals Branch
Ministry of Social Development and Social Innovation
250-387-4205
Melissa.Bauer@gov.bc.ca

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From: Power, Amy SDSI:EX
Sent: Wednesday, May 7, 2014 1:09 PM
To: McEwen, Glenna L EAAT:EX
Cc: Bauer, Melissa L SDSI:EX
Subject: RE: Documents for RB

*** Hi Glenna, can you please forward this email to your staff. Thank you.

Hi Everyone,

We Thank you for your patience well we are experiencing our MFD faxing Issues. We ask you to please continue to email all documents to our RBhelp address with the same criteria in the subject line. Also, we do ask you include a Cover Fax page. For the ones sent yesterday that did not include a Fax cover page, that is fine we will not request them to be sent again. This request is just for here on out.

Thank you,

From: McEwen, Glenna L EAAT:EX
Sent: Tuesday, May 6, 2014 12:25 PM
To: EAAT All Staff
Cc: Bauer, Melissa L SDSI:EX; Strausz, Monika SDSI:EX
Subject: Documents for RB
Importance: High

I have just confirmed with Melissa that in the interim of ICM getting up and running the following can occur with regard to Tribunal documents needing to be sent to RB:

Scan all documents and Email to RB@gov.bc.ca – as these emails are going to a gov email address there is no need to password protect the email with attachments.

The subject line must read what the document is (i.e., Appeal Package, Appellant Submission, Notice of Hearing) and the Appeal number needs to be included.

RB is hoping to be up and running by end of day today or tomorrow morning. However, I do not want staff to be holding onto documents we need to ensure that our documents are moving so that the Ministry is in the loop with regard to appeals.

If you have any questions please see me. Thanks!

Glenna McEwen
Manager, Appeals
Employment and Assistance Appeal Tribunal
250-387-1713

Van Ek, Christie SDSI:EX

From: Harrower, Ian SDSI:EX
Sent: Thursday, June 12, 2014 3:06 PM
To: McCrae, Aura SDSI:EX
Cc: Archer, Terri SDSI:EX; Price, Harleen SDSI:EX
Subject: FW: Ministry Service Update

This is the one I sent out to Region 4 Stakeholders on May 26 as was covering for Harleen. Thanks.

Ian Harrower
Manager of Community Relations/Service Quality
Region 5 - The North
Phone: 250 645-3906
Fax: 250 565-6366
E-mail: Ian.Harrower@gov.bc.ca

From: Harrower, Ian SDSI:EX
Sent: Monday, May 26, 2014 9:42 AM
To: 'Adda Dostal (CMHA Kelowna)'; 'advocacy@pawc.ca'; 'advocate2@kamloopsefry.com'; 'Allison@ilvernon.ca'; 'andreeh@uniserve.com'; 'Anne Fletcher'; 'Ashlene Chadburn - Kootenai Community Centre'; 'Ask Wellness - Bob Hughes and Ken Salter'; 'Barb Morgan'; 'BC Native Women's Society'; 'bquirk@nelsoncares.ca'; 'Carrin Morish - East Kootenays Travelling Poverty Law'; 'cgirling@community-connections.ca'; 'Cherri Fitzsimmons Interior Friendship Society'; 'chris.dunlop@qnfc.bc.ca'; 'courtwork@kamloopsefry.com'; 'Erin Pan'; 'Greenshields, David'; 'gwrccd@uniserve.com'; 'Health at Lower Columbia All First Nations'; 'Health at Lower Columbia All First Nations (Business Fax)'; 'jsawyer1@nelsoncares.ca'; 'Kamloops Womens Shelter'; 'Katie Davis'; 'kccsed@telus.net'; 'Kelly Fehr JHS North OK'; 'Ki-low-na Friendship Society'; 'legaladvocate.wcs@telus.net'; 'Lisa Slood'; 'Lise Anne Pierce'; 'Maggie Metz - Vernon Women's Transition House'; 'Myrna Tracy, Cancer Agency'; 'oars@telus.net'; 'Penticton Area Womens Centre (Bernadette Otto)'; 'Poverty Law Advocate - Kamloops & District Elizabeth Fry Society'; 'Quesnel Tillicum Society'; 'sam.cmha@shaw.ca'; 'Sheila Lewis'; 'Stephanie Mathews'; 'wendy@askwellness.ca'
Cc: Price, Harleen SDSI:EX
Subject: FW: Ministry Service Update

Good day everyone,

This note is to provide you an update on Ministry service as we prepare for this week's cheque issue.

Service Update (May 26, 2014)

- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22, or to the June cheque issue on May 28, 2014.
- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.
- People are able to apply using the online application process.

- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates.
Thank you.

Ian Harrower
Manager of Community Relations/Service Quality
Region 5 - The North
Phone: 250 645-3906
Fax: 250 565-6366
E-mail: Ian.Harrower@gov.bc.ca

Van Ek, Christie SDSI:EX

From: Harrower, Ian SDSI:EX
Sent: Thursday, June 12, 2014 3:04 PM
To: McCrae, Aura SDSI:EX
Cc: Archer, Terri SDSI:EX
Subject: FW: Ministry Service Update

I have 2 that were sent out May 26 – one to region 4 – one to region 5. I am searching for any others there may have been during the period mentioned.

Ian Harrower
Manager of Community Relations/Service Quality
Region 5 - The North
Phone: 250 645-3906
Fax: 250 565-6366
E-mail: Ian.Harrower@gov.bc.ca

From: Harrower, Ian SDSI:EX
Sent: Monday, May 26, 2014 9:14 AM
To: 'Active Support Against Poverty'; 'Activity Centre for Empowerment ACE'; 'aimhi'; 'AWAC'; 'Baldy Huges'; 'BC Housing'; 'BC Housing'; 'Burns Lake Band Council'; 'Canadian Cancer Society'; 'Canadian Mental Health Association'; 'Carney Hill Neighborhood Centre'; 'Carrier Sekani Family Services'; 'CNC- Burns Lake'; 'CNC Prince George'; 'College of New Caledonia - Vanderhoof'; Bressette, Beth CLBC:EX; 'E Fry'; 'E Fry Housing'; 'Fort St John Friendship Centre'; 'Fort St John Mental Health and Addictions'; 'Handy Circle Resource Society'; 'immigrant and multicultural Services Society'; 'kopar administration'; 'Mackenzie Counselling Services'; 'Omineca Safe Home Society - Vanderhoof'; 'PGNAETA'; 'PGNF Housing'; 'Progressive Employment Services - Vanderhoof'; 'Schizophrenia Society of BC'; 'St Pats House'; 'St Vincent de Paul'; 'Aboriginal Family Services Dawson Creek 2'; 'aboriginal family services Dawson Creek 1'; 'BC Public Interest Advocacy Centre'; 'Bev Collinson'; 'Dze L Kant Friendship Centre Society, Smithers'; 'Fort Nelson Aboriginal Friendship Centre'; 'Fort St John's Womens Resource Centre - Sylvia Lane'; 'gingolix band Social Development worker Abby Lincoln'; 'Haida Gwaii Legal Project'; 'Handy Circle Resource Society - Lorraine Young'; 'Houston Community Services'; 'Jen'; 'Kermode Friendship Center - Terrace'; 'Kitimat Community Social Services Society'; 'Ksan society'; 'Lake Babine'; 'Metis Nation BC'; 'Native Court Worker Prince George'; 'Nawican Friendship Centre'; 'Nisga'a Village of New Aiyansh - Lorna Davis'; 'Nisga'a Village of New Aiyansh - Margo Munro'; 'North Peace Community Services'; 'northern rockies aboriginal Womens society fort nelson'; 'Penny Rivard - Robson Valley Community Services'; 'PG Mental Health Consumers'; 'PG mental Health consumers ACE'; 'PG Mental Health Consumers Peer Support'; 'PG Native Friendship Centre Emergency Dept'; 'Prince Rupert Unemployment Action Centre - Ulf'; 'Saulteau First Nation - Chetwynd'; 'Saulteau First Nation - Chetwynd'; 'Smithers Native Court Workers'; 'South Peace Community Resource Society'; 'Stacey Tyers'; 'Tamtik Status of Women - Kitimat'; 'Tamtik status of women - kitimat Cheryl Rumley'; 'Tamtik Status of Women - Trish'; 'Upper Skeena Counselling and Legal Assistance Society'
Subject: FW: Ministry Service Update

Good day everyone,

This note is to provide you an update on Ministry service as we prepare for this week's cheque issue.

Service Update (May 26, 2014)

- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22, or to the June cheque issue on May 28, 2014.

- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.
- People are able to apply using the online application process.
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates.
Thank you.

Ian Harrower
Manager of Community Relations/Service Quality
Region 5 - The North
Phone: 250 645-3906
Fax: 250 565-6366
E-mail: ian.Harrower@gov.bc.ca

Van Ek, Christie SDSI:EX

From: Lofthouse, Jean C SDSI:EX
Sent: Friday, June 13, 2014 9:17 AM
To: McCrae, Aura SDSI:EX
Cc: Archer, Terri SDSI:EX
Subject: FW: Ministry Service Update

Good morning,

These will not be in sequential date order.

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development & Social Innovation
Phone: 604-660-2212
Cell: 604-417-2646
Fax: 604-660-2503

From: Lofthouse, Jean C SDSI:EX
Sent: Monday, May 26, 2014 4:23 PM
To: 'advocate'; 'alison:VAST'; 'Allison Ward'; 'Amber Prince,Atiria'; 'Andrea Vollens(YWCA) '; 'Ann Livingston (VANDU)'; 'Annette Murray (BCCPD)'; 'Barb Basil-Lascelles(DEWC)'; 'BCPWA'; 'Chris Thomas (VAST)'; 'David Ramsay(Vancouver Native Health)'; 'devina Ridley(Battered Women Support)'; 'director, (First United)'; 'donna jardine'; 'Ellen Sivergielter(St. Pauls Advocacy)'; 'Erin Pritchard'; 'Eugene Kung (BCPIAC)'; 'Freda McClellan (MPA)'; 'Gerry Adams'; 'Janet Berry (First United)'; 'Jess Hadley (community Legal Assistance)'; 'Karen Hobbs (MPA)'; 'Kettle Friendship'; 'kettle friendship, supervisor'; 'Leesa McDowell (DEWC)'; 'Lindsay McFarlane'; 'Miriam Jurigova (MOSAIC)'; 'MPA advocacy'; 'MPA Catherine Nimchuk'; 'Neena Randhawa (CHIMO Crisis)'; 'Nicky Hockly (AIDSVancouver)'; 'Ninu Kang (MOSAIC)'; 'north shore resource'; 'north shore resource'; 'pacific community readiness'; 'Rape Relief Shelter'; 'Robin Loxton (BCCPD)'; 'Rosemary Collins (Wilson Heights)'; 'Shashi, Director Multi Cultural Society'; 'Sherman Chan (MOSAIC)'; 'Stephanie Smith'; 'Susan Henry (First United Church)'; 'Suzanne Krieger (PWA) '; 'Tannis Braithwaite (BCPIAC)'; 'Tomiyei (AIDS Vancouver)'; 'Zara MacLeod'; 'Zara Suleman (LEAF)'
Cc: 'van tpa'
Subject: RE: Ministry Service Update

Good afternoon Stakeholders,

This note is to provide you an update on Ministry service as we prepare for cheque issue.

Service Update (May 21, 2014)

- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22, or to the June cheque issue on May 28, 2014.
- Income and Disability Assistance is issued by direct deposit, office pickup or printed cheques sent by mail through Canada Post.

Note: Cheques printed locally during issue week will be mailed the same day, and rely on Canada Post guidelines for delivery times.

- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.
- People are able to apply using the online application process.
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates.
Thank you.

Jean Lofthouse, Manager
Community Relations and Service Quality
Ministry of Social Development & Social Innovation
Phone: 604-660-2212
Cell: 604-417-2646
Fax: 604-660-2503

Van Ek, Christie SDSI:EX

From: Bousquet, Jeannine M SDSI:EX
Sent: Thursday, June 12, 2014 2:55 PM
To: Bousquet, Jeannine M SDSI:EX
Subject: FW: Ministry Service Update

From: Bousquet, Jeannine M SDSI:EX
Sent: Thursday, May 22, 2014 3:04 PM
To: 'Action Committee'; 'Anne'; 'BC Aboriginal Network'; 'Brenda'; 'Burnside Gorge'; 'COCO Cafe'; 'Comox Valley Head Injury Society'; 'Debbie'; 'Don'; 'Elia'; 'Emily'; 'Geri'; 'Gillian'; 'Grace Elliot Nielson'; 'Haixia'; 'Haven Society'; 'Inga Cooper'; 'Island Deaf and Hard of Hearing - Nanaimo'; 'Island Deaf and Hard of Hearing - Victoria'; 'Janet Hanuse'; 'Janice'; 'Jennifer'; 'Jennifer'; 'George'; 'John Horn'; 'Karen'; 'Kari'; 'Kelly'; 'Ladysmith Resource Centre'; 'Learning Disabilities Association'; 'Michael Colclough'; 'Nanaimo AVI'; 'Nanaimo Design Nerds'; 'Nanaimo Disability Resource Centre'; 'Nanaimo Family Life Association'; 'Nanaimo Women Resource Centre'; 'Neil Belanger'; 'Rachel Blaney'; 'Rim'; 'Signy Madden'; 'Victoria AVI'; 'Victoria Disability Resource Centre'; 'Violet Hayes'; 'Vivienne Gorringer'
Subject: Ministry Service Update

Good afternoon Stakeholders,

This note is to provide you an update on Ministry service as we prepare for next week's cheque issue.

Service Update (May 21, 2014)

- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22, or to the June cheque issue on May 28, 2014.
- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.
- People are able to apply using the online application process.
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates.
Thank you.

Regards,

Jeannine Bousquet
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation

108 Richards Street
Nanaimo
250-619-2811

Van Ek, Christie SDSI:EX

From: Bauer, Melissa L SDSI:EX
Sent: Monday, June 9, 2014 9:28 AM
To: Valentine, Alanna EAAT:EX
Cc: McEwen, Glenna L EAAT:EX
Subject: FW: Action: Organization/Stakeholder Groups Follow-up Message

Good morning –

We have been asked to provide follow-up communication regarding the ICM outage. If you have any questions or you would like to discuss further, please let me know.

Thank you,
Melissa

Approved Messages:

- We are emailing to advise the ministry has returned to normal service levels and day-to-day operations.
- Thanks to the hard work and dedication of staff throughout the province, the June payment schedule for both the Senior's Supplement and Income Assistance was successful.
- All of our staff have access to the system.
- People are continuing to receive services in-person and on the phone-and all ministry offices are open during regular hours.
- I want to reinforce that we *are* working to ensure our clients are not affected by the recent challenges.
- Systems experts have identified a variety of factors that may have contributed to the recent system slowdown. ICM is a complex system that sits within the broader government technical environment which has many moving parts that are all connected.
- Like any other system, changes or occasional issues in the broader environment may impact the performance of government's computer programs and applications-including ICM.
- In non-technical terms, this was a traffic jam that impacted the use of ICM.

Van Ek, Christie SDSI:EX

From: Lauzon, Michele SDSI:EX
Sent: Thursday, May 8, 2014 9:36 AM
To: Ruel, Janis M SDSI:EX; Vachon, Kellie SDSI:EX
Subject: FW: ICM
Attachments: Information: Ministry Technical Issues

Importance: High

FYI

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: 604-586-2973
Fax: 1-855-771-8737



From: Lauzon, Michele SDSI:EX
Sent: May-08-14 9:36 AM
To: 'Soraya VanBuskirk'
Subject: ICM

Hi Soraya, received a copy of the following email. In addition to the information I provided on the Moving Forward Steering Committee call yesterday 07MAY14, I have sent the attached note clarifying ICM response times. Hoping we can work together to continue to provide assistance to clients.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: 604-586-2973
Fax: 1-855-771-8737



From: Soraya VanBuskirk [svanbuskirk@sourcesbc.ca]
Sent: May 7, 2014 4:52 PM
Subject: RE: Computer issues with Ministry Social Development

Yes, here is what is happening:

The Integrated Case Management Computer System went down last week, they managed to get it back up running then it went down again on Monday and has been down since.

This means the Ministry of Social Development and Social Innovation cannot:

- Bring up Client Files on the system,
- Make additions/notations to the client's file,
- Determine eligibility for any requests*,
- Clients cannot get appeal decisions,
- If cheques were held at the office, they cannot be released,
- The Ministry cannot attach documents to the client's file (faxed or scanned into the system)
- Print Cheques,
- And while people are able to use the on-line application to apply for income assistance, there is no guarantee it will go through or if they will be there when the system is back up. (they say in office paper applications are being taken)

*The Ministry is issuing immediate needs vouchers for food and sundries if they deem an immediate need exists.

The Ministry is able to speak to people on the phone and in the offices but there is very little they can do other than provide the above cited vouchers.

They are currently determining alternate ways to provide service and indicate they have 30 people working on computer system solution.

Therefore we anticipate and/or are already seeing concerns with:

- Potential housing crisis for those who had their cheques held or were waiting for immediate needs/rent cheques or who currently needed to apply for this type of crisis assistance,

- Waiting for health benefits,
- Crisis for those waiting / needing health supplies
- Problems with appeals, related timelines, (getting decisions)
- For appeals it is uncertain whether additional documentation, evidence or submissions are being received,
- Creating additional stress and concern for our clients with mental health issues.
- Time once the system is back up and running to get a handle on the delays and issuing for crisis situations.
- Referrals to other agencies to meet the need and/or deal with distraught clients

Please advise if you would like any further clarification (if I have it) and I have been waiting for a Ministry directive but I have not yet received anything. I can forward that when I get it if you like?

Kindly,

Soraya VanBuskirk

Advocacy Programs Manager

[\[cid:image001.jpg@01CF6A11.60743310\]](#)

Direct Line: 604-547-0107

Fax: 604-596-2319

Website: www.sourcesbc.ca

“Social wellness for our community”

The information contained in this electronic message may be subject to client confidentiality, intended only for the use of the individual or entity named above.

If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited.

If you have received this communication in error, please immediately notify Sources by replying to this e-mail and deleting the original message from your hard drive. THANK YOU.

Van Ek, Christie SDSI:EX

From: Gillespie, Alice SDSI:EX on behalf of ELMSD Program Governance SDSI:EX
Sent: Wednesday, May 21, 2014 3:31 PM
To: SDSI ELMSD All Staff
Subject: FW: ICM update

Importance: High

To all staff,

The following message will be sent to EPBC contractors today at 4PM.

Cheers

Eugene Johnson
Director, Operations
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation

To EPBC Contractors,

We would like to thank you again for your continued patience, and are now asking that you return to normal use of ICM.

Please note that we are continuing to monitor end-user experience closely. Please provide your CM CAPA with an update on or before Thursday, May 22 if you experience any access challenges.

We will also provide a further update on Friday, May 23.

Thank you,

Van Ek, Christie SDSI:EX

From: Bousquet, Jeannine M SDSI:EX
Sent: Thursday, June 12, 2014 2:56 PM
To: Bousquet, Jeannine M SDSI:EX
Subject: FW: Update from the Ministry of Social Development and Social Innovation

From: Ruel, Janis M SDSI:EX
Sent: Monday, June 9, 2014 9:05 AM
To: Bousquet, Jeannine M SDSI:EX
Subject: FW: Update from the Ministry of Social Development and Social Innovation

Here it is ☺ I copied you, J

From: Ruel, Janis M SDSI:EX
Sent: Friday, June 6, 2014 4:22 PM
To: 'Action Committee'; 'Alison'; 'Anne'; 'Brenda'; 'Cindy'; 'Debbie'; 'Don'; 'Elia'; 'Emily'; Fontaine, Jan JAG:EX; XT:Tellier, France JAG:IN; 'Gillian'; 'Grace Elliot Nielson'; 'Haixia'; 'Janet Hanuse'; 'Janice'; 'Jennifer'; 'Jennifer'; 'Karen'; 'Kari'; 'Kelly'; 'Michael Colclough'; 'Neil Belanger'; 'Rachel Blaney'; 'Rim'; 'Violet Hayes'; 'Vivienne Gorringer'
Cc: Bousquet, Jeannine M SDSI:EX
Subject: FW: Update from the Ministry of Social Development and Social Innovation

Good afternoon Stakeholders,

This note is to advise you that the ministry has returned to normal service levels and day-to-day operations. All of our staff have access to the system.

Thanks to the hard work and dedication of staff throughout the province, the June payment schedule for both the Senior's Supplement and Income Assistance was successful.

People are continuing to receive services in-person and on the phone-and all ministry offices are open during regular hours. I want to reinforce that we are working to ensure our clients are not affected by the recent challenges.

Systems experts have identified a variety of factors that may have contributed to the recent system slowdown. ICM is a complex system that sits within the broader government technical environment which has many moving parts that are all connected. In non-technical terms, this was a traffic jam that impacted the use of ICM.

Regards,

*Jeannine Bousquet
& Janis Ruel*
Ministry of Social Development
Managers of Community Relations
and Service Quality
Vancouver Island, Region 1
250 739-6600

Van Ek, Christie SDSI:EX

From: Beardmore, Paul SDSI:EX
Sent: Friday, May 9, 2014 1:24 PM
To: 'Randy.Baerg@centrichealth.ca'; 'Todd@victoria.medichair.ca';
'russ.pratt@pgsurgmed.com'; 'rick.nori@centrichealth.ca';
'Randy.Baerg@centrichealth.ca'; 'princegeorge@medichair.ca';
'patricia@bcmedequip.com'; 'kevin@a-1wheelchairs.ca'; 'kamloops@medichair.ca';
'georgemathew@telus.net'; 'dthomson@shoppershomehealthcare.ca';
'dennis@northcoast.medichair.com'; 'david@medichaircranbrook.ca';
'darryl.mackie@selfcarehome.com'; 'dan@creativemobility.ca';
'cathy.elder@advancedmobility.ca'; 'Cameron@hmebc.com'; 'bill@regencymed.com'
Cc: Carroll, Tracy MTIC:EX; Forland, Steve SDSI:EX
Subject: FYI: Health Assistance Branch Service Delivery

Dear all,

We are currently experiencing technical issues that are impacting service delivery.

We are working, province wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve. Due to this service disruption, all requests are being prioritized based on need. If you are working with one of our clients who does not have an immediate and critical need for services, please access services at a later date. Your cooperation in this regard is appreciated.

You can expect follow-up communication in due course.

Regards,

Paul

Paul Beardmore

A/Executive Director, Provincial Services Branch
Ministry of Social Development and
Social Innovation
Tel: 250-356-1746

Van Ek, Christie SDSI:EX

From: ELMSD Program Governance SDSI:EX
Sent: Wednesday, May 14, 2014 3:34 PM
To: SDSI ELMSD All Staff
Subject: ICM Update

To Staff:

The following message is being sent to contractors later this afternoon:

To all EBPC Contractors:

ICM continues to experience performance issues. While the overall performance is better than last week, the root causes behind these issues have not yet been resolved. We ask that you continue to limit access by your staff to the processes outlined last week.

Please ensure that those staff who require access to the system to submit your invoice are included in your limited access complement. We are requesting you submit your April invoice by Friday May 16th, 2014 even if all April billings have not yet been entered in ICM. The remaining billings can be made once the system returns to normal functionality and included on the May invoice.

Please be aware that due to ICM performance issues and the resulting need to prioritize client services, the Ministry is not processing any BCEA Program Referrals. We will update you as soon as this situation changes.

Eugene Johnson

Director, Engagement and Strategic Initiatives
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation

Van Ek, Christie SDSI:EX

From: Gillespie, Alice SDSI:EX on behalf of ELMSD Program Governance SDSI:EX
Sent: Wednesday, May 7, 2014 9:19 AM
To: SDSI ELMSD All Staff
Subject: ICM update

Importance: High

To all staff,

As you are aware, ICM is experiencing intermittent slow downs. A cross Ministry team is in place and is working on a solution. In order to assist with mitigating related network issues, the Ministry is limiting the number of staff who are accessing ICM. For ELMSD, the Centralized Unit will need to continue to use ICM, but all staff who have read access should stay off the system until the current issues are resolved.

The following message will be sent to EPBC Contractors this morning.

To all EPBC Contractors:

As you are aware, ICM is experiencing intermittent slow downs. A cross Ministry team is in place and is working on a solution. You may have been logged off of ICM yesterday as a result of a system reboot implemented by this team. If similar steps are to be implemented in the future we will attempt to give you advance notice. At this point, we do not have an estimated time to resolution, but we are monitoring the process closely and will keep you informed.

These slow downs will affect the submission of April invoices. For now, we have extended the April invoice submission date to Monday, May 12. If we need to change this date, we will provide you with further information.

The slow downs will also affect the completion of service requests sent to the Ministry. The Ministry will continue to work on these service requests, but will not be able to maintain the normal speed of service levels.

Sincerely,

Eugene Johnson
Director, Operations
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation

(t) 250-953-3919
Eugene.Johnson@gov.bc.ca

Van Ek, Christie SDSI:EX

From: Gillespie, Alice SDSI:EX on behalf of ELMSD Program Governance SDSI:EX
Sent: Friday, May 23, 2014 2:39 PM
To: SDSI ELMSD All Staff
Subject: ICM Update

Importance: High

To All Staff:

Thank you again to all staff that have forwarded on any issues or updates they have received from Contractors. We are aware that some users are still experiencing intermittent issues with ICM and will continue to monitor these and work toward a resolution.

The below email will be going out to Contractors shortly:

To all Contractors:

Further to our communication sent May 21, Contractors may continue to access ICM as per normal.

Over the past three weeks, the ministry has continued to refer BCEA clients to WorkBC ESCs for client applications processed in ICM.

A limited number of BCEA client intakes were conducted manually, and as such, were not referred to WorkBC. Plans are now underway to initiate referrals for these clients.

We are continuing to monitor end-user experience closely. Please communicate with your CM CAPA if you experience any access challenges.

We thank you for your dedication to client service and continued patience during ICM accessibility interruptions.

Thank you,

Eugene Johnson

Director, Engagement and Strategic Initiatives
Employment and Labour Market Services Division
Ministry of Social Development and Social Innovation

Van Ek, Christie SDSI:EX

From: Lauzon, Michele SDSI:EX
Sent: Thursday, May 8, 2014 9:19 AM
To: 'svanbuskirk@sourcesbc.ca'; 'asingh@comservice.bc.ca';
'Ilena.Candiani@abbotsfordcommunityservices.com';
'Maureen.st.louis@sharesociety.ca'; 'kim.kilpatrick@abbotsfordcommunityservices.com'
Subject: Information: Ministry Technical Issues

Good morning Advocates, further to my note yesterday, I wanted to provide you with an update on ICM. ICM , although slow at times, is and has been operational. Staff are accessing client files and providing all forms of assistance. If you have any questions and/or concerns feel free to contact me directly.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: 604-586-2973
Fax: 1-855-771-8737



From: Lauzon, Michele SDSI:EX
Sent: May-07-14 9:58 AM
To: 'Soraya VanBuskirk'; 'asingh@comservice.bc.ca'; 'Ilena.Candiani@abbotsfordcommunityservices.com';
'Maureen.st.louis@sharesociety.ca'; 'kim.kilpatrick@abbotsfordcommunityservices.com'
Cc: Vachon, Kellie SDSI:EX; Ruel, Janis M SDSI:EX
Subject: Information: Ministry Technical Issues

Good morning advocates, sorry I have not contacted you to give you information regarding the ministry's technical issues over the past few days. Information will be provided on the Moving Forward Steering Committee call today, Wednesday 07MAY14. I will also provide information as it becomes available and at our next call on 15MAY14.

Michele Lauzon
Manager, Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Region 3 Regional Office
1800 - 13450 102nd Avenue
Surrey, BC V3T 5X3

Telephone: 604-586-2973
Fax: 1-855-771-8737



Van Ek, Christie SDSI:EX

From: Vachon, Kellie SDSI:EX
Sent: Friday, June 6, 2014 3:54 PM
To: 'Soraya VanBuskirk'; 'asingh@comservice.bc.ca';
'Ilena.Candiani@abbotsfordcommunityservices.com';
'Maureen.st.louis@sharesociety.ca'; 'kim.kilpatrick@abbotsfordcommunityservices.com'
Cc: Lauzon, Michele SDSI:EX
Subject: Information: Ministry Technical Issues

Good afternoon stakeholders,

This note is to advise you that the ministry has returned to normal service levels and day-to-day operations. All of our staff have access to the system.

Thanks to the hard work and dedication of staff throughout the province, the June payment schedule for both the Senior's Supplement and Income Assistance was successful.

People are continuing to receive services in-person and on the phone-and all ministry offices are open during regular hours. I want to reinforce that we are working to ensure our clients are not affected by the recent challenges.

Systems experts have identified a variety of factors that may have contributed to the recent system slowdown. ICM is a complex system that sits within the broader government technical environment which has many moving parts that are all connected. In non-technical terms, this was a traffic jam that impacted the use of ICM.

Please feel free to share with your colleagues.

Thank you.

Kellie Vachon, A/Manager, Community Relations & Service Quality
Ministry of Social Development and Social Innovation
#1800 - 13450 102 Avenue Surrey, B.C. V3T 5X3
Phone: 604-586-2966 Fax: 1-855-771-8737

"The only disability in life, is a bad attitude" – Scott Hamilton

Van Ek, Christie SDSI:EX

From: Tish Lakes <oars@telus.net>
Sent: Friday, May 16, 2014 10:42 AM
To: Archer, Terri SDSI:EX
Subject: RE: SDSI Update for POVNET

Thanks Terri. Tish

From: Archer, Terri SDSI:EX [<mailto:Terri.Archer@gov.bc.ca>]
Sent: May-16-14 9:53 AM
To: Tish Lakes
Cc: D'Gal, Judy SDSI:EX
Subject: SDSI Update for POVNET

Good morning Tish,

Similar to our previous update, and as promised to keep you apprised of our current status for posting on POVNET, here is the latest update/information that was recently posted to the ministry's website. We will continue to keep you updated and we encourage advocates to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates. Thank you.

Terri Archer, MA
Senior Project Manager, Stakeholder Relations
Regional Operations
Ministry of Social Development and Social Innovation
(250) 356-6718

May 15th Situation Update for Ministry of Social Development and Social Innovation:

Service Advisory:

We are currently experiencing technical issues accessing our computer data system which has affected the speed of service delivery. We apologize for the delay and inconvenience this may cause but are working to ensure the needs of our clients are appropriately met. To that end, please note, all offices and telephone lines are open to public during regular hours, and applications for income assistance and other supports continue to be processed through the self-serve assessment and application system.

At the Office:

- All of our offices are maintaining regular hours, are open to the public and have controlled access to the computer data system (ICM).
- Assistance cheques for May were issued on April 23rd.
- New requests are based on need and cheques are being issued to clients.
- Cheques will only be issued to people who are eligible for assistance.

On the Phone:

- The 1-866-866-0800 number is open to the public.
- New requests are based on need and cheques are being issued to clients.
- We are continuously focused on improving responsiveness, while ensuring people are treated fairly and respectfully while using our phone system.
- Our phone system will alert callers when the contact centre is experiencing higher than normal call volumes, and there is also an option for callers to leave a call back number, without losing their spot in the queue.
- Using a tiered service delivery model, general enquiries can be answered by Service BC agents, while more complex calls are routed to the ministry.

Website-Self Service Assessment and Application:

- People are able to apply using the online application process.
- We are completing the applications on a priority basis.

Regular assistance cheques for May were issued on April 23 and the ministry continues to be able to process income and disability assistance cheques.

- The average number of cheques being issued per day has remained consistent as we work through technical issues with our computer system.
- The ministry anticipates no interruption to the next Seniors Supplement cheque run.

Crisis Criteria:

- Immediate need or crisis situation include:
- Food, shelter, or urgent medical attention
- People fleeing abuse
- Child protection concerns or concerns that a child's health and safety may be endangered
- Concerns that the situation may pose a threat to the community or office safety
- Concerns that the situation may result in the risk of a client harming themselves or others

All requests are assessed based on the ministry's current eligibility criteria.

Van Ek, Christie SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Friday, May 9, 2014 5:23 PM
To: 'Georgy, Ned'
Cc: Buchholz, Erin L SDSI:EX; D'Gal, Judy SDSI:EX
Subject: RE: Urgent Notice re: BC Employment and Income Assistance Recipients

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Ned,

In follow-up to my last email, as there is a risk of delayed utility crisis payments making their way to Fortis BC, could you please confirm Fortis BC will be flexible regarding disconnections of our clients at this time; continuing to maintain service for them while we work on resolving our system technical issues?

If we should be requesting this confirmation from someone else at your organization, please advise who we can contact.

Thank you very much for your support at this time.

[Amber MacLean](#), MPA
Manager, Strategic Implementations
Regional Operations Branch, RSD
Ministry of Social Development & Social Innovation
W: 250.387.1075 C: 250.507.8239

Van Ek, Christie SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Thursday, May 8, 2014 4:00 PM
To: 'marisa.sawyer@bchydro.com'; 'shirley.siege@bchydro.com'
Cc: Buchholz, Erin L SDSI:EX; D'Gal, Judy SDSI:EX
Subject: RE: Urgent Notice re: BC Income and Assistance Recipients
Attachments: bc-hydro-power-authority.pdf; Urgent Notice re: BC Income and Assistance Recipients

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: 01HIGH priority

Dear Shirley and Marisa,

In follow up to my last email (attached as I regretfully neglected to cc you, Marisa):

As there is a risk of delayed utility crisis payments making their way to BC Hydro regarding our attached agreement, our ministry would like written confirmation that BC Hydro will be flexible regarding disconnections of our clients at this time; continuing to maintain service for them while we work on resolving our system technical issues.

If we should be requesting this confirmation from someone else at your organization, please advise who we can contact.

Thank you very much for your support at this time.

[Amber MacLean](#), MPA
Manager, Strategic Implementations
Regional Operations Branch, RSD
Ministry of Social Development & Social Innovation
W: 250.387.1075 C: 250-507-8239

Van Ek, Christie SDSI:EX

From: Bauer, Melissa L SDSI:EX
Sent: Friday, May 16, 2014 9:49 AM
To: Valentine, Alanna EAAT:EX
Subject: RE: Start Faxing to RB

And thank you to you all and of your staff for having such patience throughout the outage.

Melissa

From: Valentine, Alanna EAAT:EX
Sent: Friday, May 16, 2014 9:43 AM
To: Bauer, Melissa L SDSI:EX; Power, Amy SDSI:EX
Subject: RE: Start Faxing to RB

Great news! I want to acknowledge all of your efforts – thank so much for working so hard to keep everything running as smoothly as possible.

Thank you, Alanna

From: McEwen, Glenna L EAAT:EX
Sent: Friday, May 16, 2014 9:36 AM
To: EAAT All Staff
Cc: Bauer, Melissa L SDSI:EX; Power, Amy SDSI:EX
Subject: Start Faxing to RB
Importance: High

Just received confirmation that RB is back up and running with regarding to faxing. Please discontinue the practice of emailing to RB and start faxing all correspondence through the 1-855-356-8261 number.

Thanks for your patience everyone (and thanks to RB for doing such a great job of keeping the Tribunal documents moving).

*Glenna McEwen
Manager, Appeals
Employment and Assistance Appeal Tribunal
250-387-1713*

Van Ek, Christie SDSI:EX

From: Buchholz, Erin L SDSI:EX
Sent: Friday, May 9, 2014 9:33 AM
To: alicia.hearn@fortisbc.com
Cc: MacLean, Amber SDSI:EX
Subject: SDSI Contact

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: 01HIGH priority

Alicia,

Could you please call me at your earliest opportunity? We are wanting to provide Fortis with important information regarding some technical issues we've recently experienced. I can be reached at 250-356-5191.

Thank you,

ERIN BUCHHOLZ

Senior Project Management Officer, Implementation & Stakeholder Relations
Regional Operations Branch, Ministry of Social Development and Social Innovation
8th Flr 614 Humboldt Street
PO Box 9927 St Prov Gov, Victoria, BC V8W 9R2
Phone (250) 356-5191 Fax (250) 952-6450
Erin.Buchholz@gov.bc.ca



Van Ek, Christie SDSI:EX

From: Price, Harleen SDSI:EX
Sent: Friday, June 6, 2014 4:22 PM
To: Price, Harleen SDSI:EX
Subject: SDSI update

Good afternoon stakeholders,

This note is to advise you that the ministry has returned to normal service levels and day-to-day operations. All of our staff have access to the system.

Thanks to the hard work and dedication of staff throughout the province, the June payment schedule for both the Senior's Supplement and Income Assistance was successful.

People are continuing to receive services in-person and on the phone-and all ministry offices are open during regular hours. I want to reinforce that we are working to ensure our clients are not affected by the recent challenges.

Systems experts have identified a variety of factors that may have contributed to the recent system slowdown. ICM is a complex system that sits within the broader government technical environment which has many moving parts that are all connected. In non-technical terms, this was a traffic jam that impacted the use of ICM.

Regards,

Harleen Price

Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development and Social Innovation
Ph: (250) 828-4600 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

Van Ek, Christie SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Thursday, May 22, 2014 3:12 PM
To: 'Tish Lakes'
Cc: D'Gal, Judy SDSI:EX; Bandechha, Pardip SDSI:EX
Subject: SDSI Update for POVNET

Hello again Tish,

Very similar to our previous updates, and as promised to keep you apprised of our current status for posting on POVNET, here is the latest update/information that was recently posted to the ministry's website, prefaced by a brief summary (that's new this round ☺). The summary was just provided to CRSQs to share with their respective external stakeholders. It's your call whether to include the summary on POVNET or not as the info is drawn directly from the Service Advisory.

We will continue to keep you updated and we continue to encourage advocates to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates. Thank you.

Terri Archer, MA
Senior Project Manager, Stakeholder Relations
Regional Operations
Ministry of Social Development and Social Innovation
(250) 356-6718

This note is to provide you an update on ministry service as we prepare for next week's cheque issue.

Service Update (May 21, 2014)

- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22, or to the June cheque issue on May 28, 2014.
- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.
- People are able to apply using the online application process.
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates. Thank you.

May 21st Situation Update for Ministry of Social Development and Social Innovation:

Service Update

We are currently experiencing technical issues, which has affected the speed of service delivery. We apologize for the delay and inconvenience this may cause and we are working to ensure the needs of our clients are met. All offices and telephone lines are open to the public during regular hours, and applications for income assistance and other supports continue to be processed.

Cheque Issue:

- Assistance cheques for May were issued on April 23rd.
- The ministry anticipates no interruption to the June Senior's Supplement cheque run, which will be issued on May 22.
- The ministry anticipates no interruption to the June cheque issue on May 28, 2014.
- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both in-person and on the phone, during the period of time close to the next cheque issue date. For individuals requiring assistance prior to cheque issue, front-line staff are available to assess these requests as per normal ministry operations.

At the Office:

- All of the ministry's offices are maintaining regular hours, are open to the public and have controlled access to the computer data system (ICM).
- New requests are based on need and cheques are being issued to clients.

On the Phone:

- The 1-866-866-0800 number is open to the public.
- New requests are based on need and cheques are being issued to clients.
- The ministry's phone system will alert callers when the contact centre is experiencing higher than normal call volumes. There is also an option for callers to leave a call back number without losing their spot in the queue.

Website Self Service Assessment and Application:

- People are able to apply using the online application process.
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.
- The average number of cheques being issued per day has remained consistent as the ministry works through network performance issues.
- Immediate need or crisis situation include:
 - Food, shelter, or urgent medical attention
 - People fleeing abuse
 - Child protection concerns or concerns that a child's health and safety may be endangered
 - Concerns that the situation may pose a threat to the community or office safety
 - Concerns that the situation may result in the risk of a client harming themselves or others

All requests are assessed based on the ministry's current eligibility criteria.

Please continue to visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates.

Van Ek, Christie SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, June 3, 2014 2:28 PM
To: 'Tish Lakes'
Cc: D'Gal, Judy SDSI:EX
Subject: SDSI Update for POVNET (June 3)

Hello Tish,

Below is the ministry's latest status update that was recently posted to the ministry's website.

We will continue to keep you updated and advocates can also visit the ministry's website at <http://www.gov.bc.ca/sdsi/> for service advisory updates. Thank you.

Terri Archer, MA
Senior Project Manager, Stakeholder Relations
Regional Operations
Ministry of Social Development and Social Innovation
(250) 356-6718

May 21st Update for Ministry of Social Development and Social Innovation:

Service Update

For people receiving ministry services, please be assured all offices and telephone lines are open to the public during regular hours and applications for income assistance and other supports are being processed.

Cheque Issue:

- Assistance cheques for June were issued on May 28.
- People receiving assistance choose direct deposit, office pick up or printed cheques sent through Canada Post to receive their income and disability assistance payments. *Note: Printed cheques are mailed out on cheque issue day and rely on Canada Post guidelines for delivery times.
- People receiving ministry services are reminded that typically there is an increase in demand, both on the phone and in person, during cheque issue week. For individuals requiring assistance, front-line staff are available.

At the Office:

- All of the [ministry's offices](#) are open to the public during regular hours.
- New requests are based on need and cheques are being issued to clients.

On the Phone:

- The 1-866-866-0800 number is open to the public during regular hours.
- New requests are based on need and cheques are being issued to clients.
- Where available, the ministry's phone system will alert callers when the contact centre is experiencing higher than normal call volumes, and offer an option for callers to leave a call back number without losing their spot in the queue.

Website Self Serve Assessment and Application:

- People are able to apply using the [online application process](#).
- The ministry is completing applications on a priority basis, with those with immediate or crisis needs being addressed first.
- Immediate need or crisis situation include:
 - People fleeing abuse
 - Food, shelter, or urgent medical attention
 - Child protection concerns or concerns that a child's health and safety may be endangered
 - Concerns that the situation may pose a threat to the community or office safety
 - Concerns that the situation may result in the risk of a client harming themselves or others

All requests are assessed based on the ministry's current eligibility criteria.



Ministry of Finance

PROVINCIAL TREASURY

Banking/Cash Management
Branch

MEMORANDUM

TO: Employment & Assistance Cheque Bulletin Contacts

FROM: Linda Gillies
Provincial Treasury
Ministry of Finance

DATE: May 8, 2014

RE: **EMPLOYMENT & ASSISTANCE SPECIAL BULLETIN – IMPREST CHEQUES**

The Ministry of Social Development and Social Innovation is currently experiencing technical issues with cheque service delivery to our clients. We may be issuing handwritten BC Employment and Assistance Imprest cheques during this service interruption. Please continue to process cheques according to standard cheque cashing procedures.

We are working on a solution and hope to have all service delivery channels back to normal as soon as possible.

Van Ek, Christie SDSI:EX

From: Price, Harleen SDSI:EX
Sent: Thursday, May 8, 2014 4:11 PM
To: Price, Harleen SDSI:EX
Subject: Stakeholder Update

Good afternoon region advocates and service providers,
On behalf of my colleague, Ian Harrower, please see information below:

Harleen Price

Manager, Community Relations and Service Quality | Interior - Region 4
Ministry of Social Development and Social Innovation
Ph: (250) 828-4600 | Fax: (250) 828-4614
Email: Harleen.Price@gov.bc.ca

Presently, the system is running and stable, with both ICM and service delivery channels working.

We are working, province wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve.

Offices and telephone lines are open to public during regular hours, and applications will continue to be processed through the self-serve assessment and application system.

Cheques for **May** were issued on April 23 and crisis cheques **are** being issued.

ICM:

- The goal is stability of the system, and caring for immediate needs of our clients
- Every office has access to ICM
- We've implemented a strategy to control the number of ICM users at this time in order to stabilize the system while we continue to troubleshoot
- We are managing access to ICM for designated staff in an organized fashion to ensure we are focused on immediate and critical needs

At Regional Offices:

- All of our offices are maintaining regular hours, are open to the public and have controlled access to ICM
- Cheques for **May** were issued on April 23rd
- New requests are being based on need and cheques **are** being issued to eligible clients
- Crisis cheques will only be issued to people who are eligible for assistance

On the Phone:

- The 1-866-866-0800 number is open to the public
- Cheques for **May** were issued on April 23rd
- New requests are being based on need and cheques **are** being issued to eligible clients
- Crisis cheques will only be issued to people who are eligible for assistance
- On average, the current wait time to speak to someone on the phone is just over 7 minutes

Website- Self Service Assessment and Application:

- People are able to apply using the online application process
- We are completing the applications on a priority basis

Crisis Criteria

Immediate need or crisis situation Include:

- Food, shelter, or urgent medical attention.
- People fleeing abuse.
- Child protection concerns or concerns that a child's health and safety may be endangered.
- Concerns that the situation may pose a threat to the community or office safety.
- Concerns that the situation may result in the risk of a client harming themselves or others.

All requests will be assessed based on the ministries current eligibility criteria.

Van Ek, Christie SDSI:EX

From: Buchholz, Erin L SDSI:EX
Sent: Friday, June 6, 2014 11:56 AM
To: 'Siega, Shirley'
Cc: D'Gal, Judy SDSI:EX; MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Subject: UPDATE: BC Income and Assistance Recipients

Follow Up Flag: Follow up
Flag Status: Flagged

Shirley,

This is to advise you that the ministry has returned to normal service levels and day to day operations. Thanks to the hard work and dedication of staff throughout the province, the June payment schedule for both the Senior's Supplement and Income Assistance was successful.

Systems experts have identified a variety of factors that may have contributed to the recent system slowdown. ICM is a complex system that sits within the broader government technical environment which has many moving parts that are all connected. In non-technical terms, this was a traffic jam that impacted the use of ICM.

Please let me know if you have any questions or need further information.

ERIN BUCHHOLZ

Senior Project Management Officer, Implementation & Stakeholder Relations
Regional Operations Branch, Ministry of Social Development and Social Innovation
Phone (250) 356-5191 Fax (250) 952-6450
Erin.Buchholz@gov.bc.ca



From: Siega, Shirley [mailto:Shirley.Siega@bchydro.com]
Sent: Monday, May 26, 2014 11:51 AM
To: MacLean, Amber SDSI:EX
Cc: Buchholz, Erin L SDSI:EX; D'Gal, Judy SDSI:EX
Subject: RE: BC Income and Assistance Recipients

Thank you so I am assuming the written cheques would be for crisis cheques? Is this correct?

SS

Shirley Siega, MBA
Collections & Payments Performance Manager

BC Hydro,
4555 Kingsway, 9th Floor
Burnaby, B.C. V5H 4T8

Office: 604.453.6486
Mobile: 604.910.6486
Fax: 604.453.6278
Email: shirley.siega@bchydro.com

bchydro.com

From: MacLean, Amber SDSI:EX [<mailto:Amber.MacLean@gov.bc.ca>]
Sent: 2014, May 26 11:49 AM
To: Siega, Shirley
Cc: Buchholz, Erin L SDSI:EX; D'Gal, Judy SDSI:EX
Subject: RE: BC Income and Assistance Recipients

Hello Shirley,

It is possible that you may still receive some manual cheques.

In terms of our regular monthly cheque issue this week, I'm hearing it will be per normal business, and therefore, you should be receiving regular cheques.

Thanks,
Amber

From: Siega, Shirley [<mailto:Shirley.Siega@bchydro.com>]
Sent: Monday, May 26, 2014 11:15 AM
To: MacLean, Amber SDSI:EX
Cc: D'Gal, Judy SDSI:EX; Buchholz, Erin L SDSI:EX
Subject: RE: BC Income and Assistance Recipients

So should we still expect hand written cheques?

Kind regards

SS

Shirley Siega, MBA
Collections & Payments Performance Manager

BC Hydro,
4555 Kingsway, 9th Floor
Burnaby, B.C. V5H 4T8

Office: 604.453.6486
Mobile: 604.910.6486
Fax: 604.453.6278
Email: shirley.siega@bchydro.com

bchydro.com

From: MacLean, Amber SDSI:EX [<mailto:Amber.MacLean@gov.bc.ca>]
Sent: 2014, May 26 10:47 AM
To: Siega, Shirley
Cc: D'Gal, Judy SDSI:EX; Buchholz, Erin L SDSI:EX
Subject: RE: BC Income and Assistance Recipients

Hello Shirley, Thank you for asking –

We are currently status quo and hope to have a fulsome update following this week's monthly cheque issue.

In the meantime, we are posting regular updates to our website [here](#).

Thank you again,
Amber

From: Siega, Shirley [<mailto:Shirley.Siega@bchydro.com>]
Sent: Friday, May 23, 2014 3:52 PM
To: MacLean, Amber SDSI:EX
Subject: BC Income and Assistance Recipients

Hello – has this issue been resolved?

Thank you

Shirley

Shirley Siega, MBA
Collections & Payments Performance Manager

BC Hydro,
4555 Kingsway, 9th Floor
Burnaby, B.C. V5H 4T8

Office: 604.453.6486
Mobile: 604.910.6486
Fax: 604.453.6278
Email: shirley.siega@bchydro.com

bchydro.com

From: MacLean, Amber SDSI:EX [<mailto:Amber.MacLean@gov.bc.ca>]
Sent: 2014, May 08 4:00 PM
To: Sawyer, Marisa; Siega, Shirley
Cc: Buchholz, Erin L SDSI:EX; D'Gal, Judy SDSI:EX
Subject: RE: Urgent Notice re: BC Income and Assistance Recipients

Dear Shirley and Marisa,

In follow up to my last email (attached as I regretfully neglected to cc you, Marisa):

As there is a risk of delayed utility crisis payments making their way to BC Hydro regarding our attached agreement, our ministry would like written confirmation that BC Hydro will be flexible regarding disconnections of our clients at this time; continuing to maintain service for them while we work on resolving our system technical issues.

If we should be requesting this confirmation from someone else at your organization, please advise who we can contact.

Thank you very much for your support at this time.

[Amber MacLean](#), MPA
Manager, Strategic Implementations
Regional Operations Branch, RSD
Ministry of Social Development & Social Innovation
W: 250.387.1075 C: 250-507-8239

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Van Ek, Christie SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Friday, May 9, 2014 5:20 PM
To: 'Georgy, Ned'
Cc: D'Gal, Judy SDSI:EX; Buchholz, Erin L SDSI:EX
Subject: Urgent Notice re: BC Employment and Income Assistance Recipients

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Ned, Please see approved messaging below for sharing with your staff. Thank you.

We are currently experiencing technical issues with our service delivery. We are working, province wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve.

Cheques for **May** were issued on April 23 and crisis cheques **are** being issued.

Due to this service disruption, we are prioritizing requests based on need.

Where a critical need for services and supports is identified, the Ministry of Social Development and Social Innovation may need to issue handwritten **BC Employment and Assistance Imprest cheques**. We have notified financial institutions who will continue to process cheques according to standard cheque cashing procedures.

Please accept any handwritten **BC Employment and Assistance Imprest cheques** that you may receive.

We are working on a solution and hope to have service delivery back to normal as soon as possible.

Thank you for your patience.

Van Ek, Christie SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Thursday, May 8, 2014 3:52 PM
To: 'shirley.siega@bchydro.com'
Cc: D'Gal, Judy SDSI:EX; Buchholz, Erin L SDSI:EX
Subject: Urgent Notice re: BC Income and Assistance Recipients

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: 01HIGH priority

Dear Shirley, thank you for your patience. Please see approved messaging below for sharing with your staff.

We are currently experiencing technical issues with our service delivery channels. We are working, province wide to get our system running at full capacity, while at the same time ensuring that we are caring for the people we serve.

Cheques for **May** were issued on April 23 and crisis cheques **are** being issued.

Due to this service disruption, we are prioritizing requests based on need.

Where a critical need for services and supports is identified, the Ministry of Social Development and Social Innovation may need to issue handwritten **BC Employment and Assistance Imprest cheques**. We have notified financial institutions who will continue to process cheques according to standard cheque cashing procedures.

Please accept any handwritten **BC Employment and Assistance Imprest cheques** that you may receive.

We are working on a solution and hope to have all service delivery channels back to normal as soon as possible.

Thank you for your patience.