



ARCS: 292-30
File: CFD-2019-94430

September 10, 2019

Sent via email:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Children and Family Development. Your request is for:

Records detailing the total number of calls to Provincial Centralized Screening (PCS) for the months of January through to June 2019 with the information broken down into the total number of calls for each month; records detailing how many of those calls out of each monthly total, are NOT calls to report abuse or suspected abuse but rather are calls from callers attempting to reach a local MCFD Office, and NOT Provincial Centralized Screening (PCS); records referring to or containing complaints from PCS staff regarding the default Menu setting as well as the fact that Provincial Centralized Screening (PCS) Staff are spending approximately 30% of their working business daytime hours and resources redirecting calls from members of the public trying to reach the local MCF Office whose number they dialed but who have been inadvertently redirected to Provincial Centralized Screening (PCS) due to the way the default Menu has been set up which forces the caller to listen to a menu recording and then take an additional action and press "1" to have their call go through to the local office they dialed versus doing nothing, as doing nothing redirects the call to Provincial Centralized Screening (PCS); records referencing the involvement of the BC Behavioral Insights Group into creation of the Telephone Menu presented to callers when they call the local MCF office, including making the default position of the menu one which forces the caller to listen to a lengthy message and then complete an additional action prior to be connected to the office whose number they dialed, and the likelihood that they will not attend to the menu and thus be directed away from the office they called to PCS only to then have Provincial Centralized Screening (PCS) staff have to redirect their call to the local MCFD office; records referencing how the number of calls to Provincial

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Centralized Screening (PCS) impacts or influences funding and or budgetary decisions and whether the inadvertent calls to PCS are screened out prior to posting monthly call totals on the following Provincial Government website : <https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse> and prior to presenting total numbers of calls to Provincial Screening as evidence for the need to increase the budget and or hire more staff. (Date Range for Record Search: From 01/01/2019 To 06/30/2019)

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety.

The Ministry has advised they did not locate records for sections of your request:

- No complaints from Provincial Centralized Screening (PCS) were recorded regarding the default menu or spending time redirecting calls.
- No records were found involving BC Behavioral Insights Group.
- There were no records found referencing how the number of calls to Provincial Centralized Screening (PCS) impacts or influences funding and or budgetary decisions and whether the inadvertent calls to PCS are screened out prior to posting monthly call totals on the following Provincial Government website : <https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse> and prior to presenting total numbers of calls to Provincial Screening as evidence for the need to increase the budget and or hire more staff.

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of ten business days after release. To find out more about Open Information, please access the Open Information website at: www.gov.bc.ca/openinformation

If you have any questions regarding your request, please contact Merissa Hughes, the analyst assigned to your request, at 250 356-7869. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-7869.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,



Merissa Hughes, Senior FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations
Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.