

Oaten, Jeremy AEST:EX

From: Smollett, Debbie JTT:EX
Sent: Friday, January 26, 2018 2:04 PM
To: Rzepa, Christina AEST:EX
Subject: FW: MO Request for Bullets: inquiry about funding application

Hi Christina, sorry for the delay...LMID is pulling together some information on this for us. I should have it for you on Monday.

From: Rzepa, Christina AEST:EX
Sent: Monday, January 22, 2018 4:49 PM
To: Smollett, Debbie AEST:EX
Subject: Fw: inquiry about funding application

Hi Debbie,

MLA Conroy's office wrote to inquire about the status of some funding for their constituents (**CFR #8401 Employment Services and Skills Training Program**) - apparently this is being delayed due to labour market negotiations with the Federal Government.

Would you mind inquiring with Bindi's team to see if they have any information they can share re: timelines on this project, and any bullets I can share with the constituent/office?

Thank you!
Christina

From: Grewal, Param CITZ:EX
Sent: Monday, January 22, 2018 4:33 PM
To: Rzepa, Christina AEST:EX
Subject: FW: inquiry about funding application

Hello Christina,

I am hoping that this query pertains to your ministry. Would really appreciate your assistance in getting an update on the status of this program funding. Thank you and Cheers.

Param Grewal

From: Brunner, Angelika [<mailto:Angelika.Brunner@leg.bc.ca>]
Sent: Friday, January 19, 2018 1:36 PM
To: Grewal, Param CITZ:EX
Subject: inquiry about funding application

Hi Param,

Do you know whom I can ask about the status of the funding program below? The applicants have not heard any updates about this for several weeks, and the deadlines for implementing their training programs are fast approaching.

They need to know if they will be receiving this funding pretty quickly so that they know whether they can offer their spring training.

I have already asked Janet Heino, the contact person named in the email below, but she didn't have any information. I'm hoping to get any info at all about expected timing on announcing the successful proponents.

Thanks in advance for any info you can offer!

Angelika Brunner, Constituency Assistant

Katrine Conroy, MLA | Kootenay West | #2, 1006 3rd Street | Castlegar, BC | V1N 3A9 | T:[250-304-2783](tel:250-304-2783) | F: 250-304-2655

From: "Parks, Caitlin M MTIC:EX" <Caitlin.Parks@gov.bc.ca>

Date: October 11, 2017 at 4:10:07 PM PDT

To: "Ulli Mueller" <UMueller@selkirk.ca>

Subject: STATUS UPDATE: CFR #8401

STATUS UPDATE:

RE: CFR #8401 Employment Services and Skills Training Program

This is to inform you that announcements of successful proponents under the Employment Services and Skills Training program procurement have been delayed due to negotiations with the federal government on new labour market transfer agreements. We thank you for your interest in delivering innovative labour market programming to meet the skills training and employment needs of British Columbians and apologize for the delay. We will advise you once a decision has been made on proceeding with contracts.

Thank you,
Janet Heino

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Angelika Brunner, Constituency Assistant

Katrine Conroy, MLA | Kootenay West | #2, 1006 3rd Street | Castlegar, BC | V1N 3A9 | T:[250-304-2783](tel:250-304-2783) | F: 250-304-2655

Oaten, Jeremy AEST:EX

From: Smollett, Debbie JTT:EX
Sent: Friday, January 12, 2018 9:20 AM
To: Rzepa, Christina AEST:EX
Subject: RE: Certificate of Authority regarding student loans
Attachments: Common Constituent Questions Bullets_FINAL_22 Dec 2017.docx

Hello, further to the incoming request, here is a summary of the direct response by staff:

I've finally been able to complete this task. Unfortunately, the holiday break and needing information from the federal government were the primary causes for the delay.

To remind you, this client has both Canada Student Loan (CSL) and BC Student Loan (BCSL) in default. However, the client's primary concern seemed to be the negative impact to her credit rating due to the BCSL default.

From a previous email on this topic, from Teresa, in which it was reconfirmed the client's BCSL could not be considered for rehabilitation until the CSL debt was rehabilitated first.

Therefore I confirmed the status of the client's CSL debt, and advised the client of the 2 options; pay the amount owing (outstanding interest + 2 combined monthly payments) of over \$22 or contact Canada Revenue Agency to submit a financial hardship assessment if the client can't make the necessary payments by normal means.

I spoke to the client just a short while ago and advised her of the status of her CSL debt and the option of the hardship assessment. I reiterated the position that only once the CSL debt has been rehabilitated can we consider rehabilitating the BCSL, either through the standard application to rehabilitate the BCSL, or by appeal (if unable to meet the requirements of standard application).

The call was completed by advising the client that these were the only options available.

*Note, during this phone conversation and the previous conversation, the client briefly spoke of the fact that she had taken steps to prevent loan funding from being disbursed in the first place. She stated today that **she may contact the MLA's office to initiate an investigation** regarding this aspect of her loan debt(s).*

Please let me know if you require anything further.

Let us know if any further follow up response is required. The attached document provides some quick resource links for your reference.

From: Rzepa, Christina AEST:EX
Sent: Wednesday, December 20, 2017 1:50 PM
To: Smollett, Debbie AEST:EX
Subject: FW: Certificate of Authority regarding student loans

Hi Debbie,

This is a request from the Maple Ridge Mission constituency office – I had put it through to yourself and Jeremy before and you didn't have a record of this person interacting with the Ministry, so we were going to start fresh.

This constituent mainly needs information about creating a **payment plan for repaying her student loans** that have gone to collections.

I wonder if in the new year we could put together a few fact sheets for some of the most common issues constituency offices get (or maybe this exists already?) – some of these inquiries that are pretty straightforward like how to apply to a loan forgiveness program or work out a payment plan seem like they shouldn't have to go through the Ministry every time. They could most likely be answered by the CAs themselves if they had the right resources.

However, in this case, do you mind directing this inquiry to the appropriate department?

Thanks!
Christina

From: Copeland, Alison [<mailto:Alison.Copeland@leg.bc.ca>]
Sent: Tuesday, December 19, 2017 12:12 PM
To: Rzepa, Christina AEST:EX
Subject: Certificate of Authority regarding student loans

Hi Christina,

We spoke about a constituent with provincial student loans that were sent to collections. There had been a delay in contacting her but I finally have her certificate of authority.
Thanks for any assistance you, and any other ministry staff can provide.

Best regards,
Alison

Alison Copeland | Constituency Assistant | Maple Ridge-Mission
P: 604-476-4530 | 102-23015 Dewdney Trunk Road, Maple Ridge



Oaten, Jeremy AEST:EX

From: Anderson, Dulcy LASS:EX
Sent: Wednesday, January 17, 2018 3:33 PM
To: Rzepa, Christina AEST:EX
Subject: RE: following up

Dear Christina,

Welcome to the new year; hope you had a good holiday. Our constituent would like to courier a package to you with information on this matter, in an effort to clarify. May I have him send it to your attention?

Thanks!
Dulcy

Dulcy Anderson | Constituency Assistant | David Eby, MLA Vancouver-Point Grey dulcy.anderson@leg.bc.ca | 604-660-1297 | 2909 West Broadway, Vancouver, BC V6K2G6 | davebymla.ca

Stay in touch and get involved! Sign up for our newsletter.

-----Original Message-----

From: Rzepa, Christina AEST:EX [<mailto:Christina.Rzepa@gov.bc.ca>]
Sent: Monday, December 18, 2017 1:01 PM
To: Anderson, Dulcy <Dulcy.Anderson@leg.bc.ca>
Subject: RE: following up

Hi Dulcy,

Thanks for checking in with MLA Eby. Our Ministry team wasn't sure that we would be able to help, but let's see what we can do! What I would love is if your constituent could re-send his original request and a clear ask. I can pass this along to our team and see if there is a piece we missed that would bring it into our jurisdiction.

Much appreciated!
Christina

-----Original Message-----

From: Anderson, Dulcy [<mailto:Dulcy.Anderson@leg.bc.ca>]
Sent: Friday, December 15, 2017 1:42 PM
To: Rzepa, Christina AEST:EX
Subject: RE: following up

Dear Christina,

I did check with MLA Eby about the choice to send it to Minister Mark's attention, and he confirmed that he believes it should go to your Ministry. He indicated that we can send the matter on to the Premier's office if you prefer, however.

If you let me know which direction you prefer we take, I will go from there. Our constituent is content to wait til mid-January to resend materials and move the matter along again.

Best,
Dulcy

-----Original Message-----

From: Rzepa, Christina AEST:EX [mailto:Christina.Rzepa@gov.bc.ca]
Sent: Thursday, December 14, 2017 1:34 PM
To: Anderson, Dulcy <Dulcy.Anderson@leg.bc.ca>
Subject: RE: following up

Hi Dulcy,

I checked in with the Ministry and they still have no record of this constituent or his organization reaching out to us.

We did a little background research and see that there isn't really a professional Act that covers HR professionals, and definitely nothing that would fall within our Ministry of Advanced Ed (we have Chartered Professional Accountants but that doesn't relate in this case).

s.13

Can you please let me know how else I can help with this?

Thanks!
Christina

-----Original Message-----

From: Anderson, Dulcy [mailto:Dulcy.Anderson@leg.bc.ca]
Sent: Tuesday, December 12, 2017 4:39 PM
To: Rzepa, Christina AEST:EX
Subject: FW: following up

Chris,

This is the latest I have from our constituent. It sounds like he actually forwarded on the latest materials from his organization to Minister Marks himself. You may have received them under separate cover? His hope is to have accreditation established for HR professionals in BC, I believe. See below for his description of the situation. If you did not receive his package, I can facilitate his resending, or you can contact him directly.

Best,
Dulcy

Dulcy and David:

I am following up on my meeting with David Eby referenced below in which he agreed to advise me, in my capacity as a director of Chartered Professionals in Human Resources , BC and Yukon, which Ministry would be the appropriate one

to consider our organization's request for legal recognition of our association and designation and hopefully sponsor a bill to make this happen.

It has been about 6 weeks now and we would certainly appreciate a response soon. As I mentioned to David, it has frankly been a little frustrating for a major organization like ours representing over 5,700 professionals to be shuffled off from one Ministry to another with this question as occurred under the previous government. We appreciate your time in providing a response so we can pursue our request for legal recognition through the right channel.

Thanks again for your anticipated assistance.

J. GEOFFREY HOWARD*
604.806.3826

Roper Greyell LLP
Employment + Labour Lawyers
1850-745 Thurlow Street, Vancouver, BC V6E 0C5 ropergreyell.com | Legal Assistant: Cecilia Woo, 604.806.3824 | *Law Corporation

-----Original Message-----

From: J. Geoffrey Howard [<mailto:ghoward@ropergreyell.com>]
Sent: Monday, December 4, 2017 8:53 AM
To: Anderson, Dulcy <Dulcy.Anderson@leg.bc.ca>
Subject: RE: following up

Dulcy, I really appreciate your follow up. CPHR BC and Yukon has developed a package of background information on its request for legal recognition of HR professionals which we will ensure Minister Marks receives.

Thanks so much for your help on this. Have a great holiday season.

J. Geoffrey Howard
Law corporation

Roper Greyell LLP
Employment + Labour Lawyers
1850-745 Thurlow Street, Vancouver, BC V6E 0C5 www.ropergreyell.com

Direct 604.806.3826
ghoward@ropergreyell.com

Oaten, Jeremy AEST:EX

From: Oaten, Jeremy AEST:EX
Sent: Friday, January 5, 2018 1:33 PM
To: Rzepa, Christina AEST:EX; Avendano, Christian AEST:EX
Cc: Smollett, Debbie JTT:EX
Subject: RE: PO log 697681 s.22
Attachments: FOR MO APPROVAL: 111748 s.22 Draft

Hey Christina,

Attached is the email I sent Christian last week. Included are both bullets to provide MLA Horgan's Constituency Office as well as the draft reply we're ready to send to the s.22

I tried reconnecting with Christian on this yesterday but wasn't successful, must have missed him.

Jeremy Oaten, MA, CIAPP-C
Manager, Business Services & Ministerial Correspondence and Research Unit
Office of the Deputy Minister
Ministry of Advanced Education, Skills and Training
T: 250 356-6284
s.17
F: 250 356-5468

From: Minister, AEST AEST:EX
Sent: Friday, January 5, 2018 1:30 PM
To: Oaten, Jeremy AEST:EX; Avendano, Christian AEST:EX
Cc: Smollett, Debbie AEST:EX
Subject: RE: PO log 697681 s.22

Hi Jeremy and Debbie,

Just flagging this for you, as I received a call about this issue from the Juan de Fuca constituency office as well. I have some other background information that I am just going through, including the original letters sent to the Ministry. They did receive a response already from the ED of Student Services and were not satisfied with it. I think we need to take a slightly different approach in our response this time.

Can we chat about this on Monday so we're all on the same page?

Thanks!
Christina

From: Oaten, Jeremy AEST:EX
Sent: Wednesday, December 6, 2017 2:24 PM
To: Minister, AEST AEST:EX; Avendano, Christian AEST:EX
Cc: Smollett, Debbie AEST:EX
Subject: FW: PO log 697681 s.22

This has been redirected to us from the Office of the Premier.

I have reviewed with I&P's ADMO and they have recommended a two-prong response to this.

They are going to draft bullets that the MO can provide back to MLA Horgan's Constituency Office (as this seems to be written to him as their MLA), and we are also going to draft a follow-up letter in response to their most recent inquiry. I'll confirm with Office of the Premier that they are agreeable to this solution if our MO supports this direction.

Please advise or give me a call if you would like to discuss.

Jeremy Oaten, MA, CIAPP-C
Manager, Business Services & Ministerial Correspondence and Research Unit
Office of the Deputy Minister
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From: Rochon, Jake PREM:EX
Sent: Tuesday, December 5, 2017 2:54 PM
To: Oaten, Jeremy AEST:EX
Subject: PO log 697681 s.22

Hello Jeremy! Our constituency office forwarded this email onto us from a constituent. The writer s.22
s.22

s.22 If not, we will do an acknowledgement.... s.22
your help!

Thanks for

Jake Rochon
Correspondence Coordinator
Office of the Premier
(250) 356-1906

Oaten, Jeremy AEST:EX

From: Oaten, Jeremy AEST:EX
Sent: Thursday, January 25, 2018 3:37 PM
To: Smollett, Debbie JTT:EX; Rzepa, Christina AEST:EX
Subject: RE: Question re: HR professionals

Tony Loughran is away now until Monday (in Vancouver with the Minister tomorrow). When he is back, his staff are going to discuss with him the best approach. I should have an answer then.

Jeremy Oaten, MA, CIAPP-C
Manager, Business Services & Ministerial Correspondence and Research Unit
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Ministry of Advanced Education, Skills and Training
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s.17
F: 250 356-5468

From: Smollett, Debbie AEST:EX
Sent: Thursday, January 25, 2018 3:22 PM
To: Rzepa, Christina AEST:EX
Cc: Oaten, Jeremy AEST:EX
Subject: RE: Question re: HR professionals

You bet, we'll aim for that but will let you know if we have any issues or concerns...

From: Rzepa, Christina AEST:EX
Sent: Thursday, January 25, 2018 3:19 PM
To: Smollett, Debbie AEST:EX
Cc: Oaten, Jeremy AEST:EX
Subject: RE: Question re: HR professionals

(if possible! Thanks)

From: Rzepa, Christina AEST:EX
Sent: Thursday, January 25, 2018 3:19 PM
To: Smollett, Debbie AEST:EX
Cc: Oaten, Jeremy AEST:EX
Subject: RE: Question re: HR professionals

Thanks folks, I think having a response directly from the Ministry in this case rather than just me relaying info to the constituency would be appropriate.

From: Smollett, Debbie AEST:EX
Sent: Thursday, January 25, 2018 3:16 PM
To: Rzepa, Christina AEST:EX
Cc: Oaten, Jeremy AEST:EX
Subject: RE: Question re: HR professionals

Hi Christina, I've attached the response we provided earlier but the issue was that as they don't have a professional Act, we don't have any oversight but perhaps that is where their interest lies? Let us run the attached past Tony's division and see if they can interpret it further.

Jeremy, can you get a recommendation and see how we can reply to this?

From: Rzepa, Christina AEST:EX
Sent: Thursday, January 25, 2018 10:30 AM
To: Smollett, Debbie AEST:EX
Subject: Question re: HR professionals

Hi Debbie,

A few months ago I received an inquiry from Minister Eby's constituency office regarding the Chartered Professional in Human Resources BC & Yukon group.

We had checked in to it and found that this type of request wasn't in our Ministry's jurisdiction. However, others insist that it is. I have attached a recent letter here in the hopes that it has more information to help our team figure out how best to direct this inquiry. I also have a large information packet that was couriered to me from Mr. Ariganello that I could scan and send over if it would be helpful.

Thanks so much!
Christina

From: Mark.MLA, Melanie [<mailto:Melanie.Mark.MLA@leg.bc.ca>]
Sent: Thursday, January 25, 2018 10:17 AM
To: Rzepa, Christina AEST:EX
Subject: FW: RicohScan

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: Thursday, January 25, 2018 10:17 AM
To: Mark.MLA, Melanie <Melanie.Mark.MLA@leg.bc.ca>
Subject: RicohScan