

Organization:

Project: BCRBP

Definition: eTax

Item: BCRBP eTax Requirements

Meeting Date: 16-Nov-2020

Attendees: Kristyn Girard, Shannon Murphy, Alison Jones, Tabitha Bennett, Aron Horvath, Catherine Black, Sarah Lise, Justin Farris, Bernice Nix, Olav Thyvold, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Francis Camilleri, Ric Pasquotti, Todd Wonderham, Jeffrey Krasnick, Alexandra Robinson, Nanci Davies, Travis Reaveley, Sarah Begin, Nathan Behrens, Brad Benoit, Lara Gemmrich, Andrew Rozendal, Victoria Capitano, Megan Forest

Regrets: Josh Fagan, Dianne L Thomas, Emily Sinex, Iain Havelock

Author: Kristyn Girard

Agenda:

Let's talk about the eTax application and what information needs to be collected.

- Introductions, review the org chart
- Review the timeline
- Review the delivery workbench structure that we will be using
 - Definitions (placeholder for requirements)
 - Test Scenarios
 - Meetings
 - Development
- Questions about the application
- Rough draft demo

Minutes:

Questions about the application:

- Who is applying? (first step)
 - Your household
 - Administrator/Executor of an estate - must be manually reviewed
 - Power of Attorney - must be manually reviewed
- What are the eligibility requirements?
 - Were you a BC resident as of December 18, 2020?
 - Have you filed a 2019 income tax return? (*as of application date*)
 - Are you currently receiving Provincial Income Assistance or Provincial Disability Assistance?
 - May need to change the wording of this question
 - Have you been confined to a prison or similar institution for a period of 90 days or longer that included December 18, 2020?
 - Have you moved to BC since January 1, 2020?
 - If yes, from where?
 - If Canada, choose a province

- If outside of Canada, choose a country - would be manually reviewed
- If they are Canadian:
 - We will need Line 23600 - Net Income from their T1
- If they are not Canadian:
 - CRA calls it income earned in 2019 (calendar year before you moved to Canada)
 - We may need to ask other eligibility questions for non Canadians
 - **Al: Joe**
- Must be 19 years of age as of eligibility date
 - if they are <19 but have a spouse/common-law partner or have a dependent child residing with them, they are still eligible
- If they selected Administrator/Executor of an estate
 - Date of death is required
 - Date of death must be after eligibility date
 - **Al: Mark** - are they still eligible if the date of death is on December 18, 2020?
 - We may need to ask other eligibility questions for admin/executors
 - **Al: Joe, Mark**
- Calculation for payment amounts
 - Max Payments:
 - Single Person - \$500
 - Single-parent family - \$1,000
 - Two adult family - \$1,000
 - Phase out
 - Single Person - \$62,500 and \$87,500. (2% grind)
 - s.13
 - Two adult family - \$1,000 \$125,000 and \$175,000. (2% grind)
 - Minimum payment amount of \$10
 - Would we want to tell them exactly how much their payment amount will be?
 - Yes if the calculation isn't too strenuous
- Determining their family Status as of the December 18, 2020
 - a) Single or divorce, with no dependent child
 - b) Single or divorce, without sole custody of any child (or with only shared custody of children)
 - c) Single or divorce, with sole custody of a dependent child
 - Only one child required to be eligible
 - Child's first name, last name and DOB are required
 - d) Married or living in common law
 - We will need to ask all the above eligibility questions for their spouse
 - We will need to collect name, DOB and SIN of the spouse as well
 - A and B are the same track
 - We will need to ask if their marital status has changed since December 31, 2019 (if so, documentation is required)
- What information do we need to collect from the applicant?
 - First name, middle name (optional), last name - required
 - Phone number - required
 - Email - required
 - Required until you click a button saying "I do not have an email"

- A phone number or an email is required, but we don't need to require both
- Whether their name changed within the last 2 years? (same as EBW)
 - Yes we need to know if their name changed
- Mailing address - required
- Residential address? (same as EBW)
 - Addresses should be the same as EBW, just change the eligibility date
 - Canada Post verification is not needed for the residential address
 - Might want to manually review application if residential address is not in BC
 - We don't want to stop either addresses if they are PO Boxes/GDs
- Date of birth - required
- SIN - required
- BC drivers license # - optional (to help with adjudication) - Only if they have moved to BC since Jan 1, 2020
- Should we check if the applicant has already applied and stop them up front?
 - Yes, we don't want duplicate applications.
 - If someone needs to apply again, we will cancel the case in Gentax and then they can reapply on eTax
- Should we check if the spouse has already applied and stop them up front?
 - Yes, we can let them know their household has already been applied for and stop them from moving forward
 - If we find a duplicate, might want to ask if their spouse has already applied. If not, let them move forward. It could then be flagged for manual review.
 - Still TBD. **AI: Joe**
- Would any attachments/documentation be required? Yes
 - If you've moved to BC from another province or country - required
 - Power of Attorney - required
 - Proof of death (copy of will, death certificate, etc)
 - Proof you have authority as executor
 - Change in marital status
 - If your marital status has changed since Dec 31, 2019 (up to Dec 18, 2020)
 - TBD - **AI: Joe, Mark - what are all the documents we will need to ask for up front? Should any of them be required to attach before submitting?**

Next Time:

- Would we want to allow Maximus to apply on behalf of an applicant on eTax? Would we need to collect their contact information?
- Just to confirm, we are only allowing direct deposits - no cheques?
- Do we need a Terms and Conditions section at the end like with EBW?
- Should we send a confirmation email when the application is submitted?
- Should we send an email similar to EBW when the refund is issued?

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
19-Nov-2020	Confirm eligibility questions for non-Canadians	Complete	Shannon Murphy
19-Nov-2020	Confirm eligibility questions for administrators/executors of estates	Complete	Shannon Murphy, Mark Gunther
19-Nov-2020	Can the deceased have a date of death on December 18, 2020 and still be eligible? Or must it be after the eligibility date?	Complete	Shannon Murphy, Mark Gunther
19-Nov-2020	Should we stop them up front if the spouse's information is found on another application?	Complete	Shannon Murphy
19-Nov-2020	Confirm all the attachments we will need to ask for up front. Should any of them be required to attach before submitting?	Complete	Shannon Murphy, Mark Gunther

Organization:

Project: BCRBP

Definition: eTax

Item: BCRBP - eTax Application Updates

Meeting Date: 27-Nov-2020

Attendees: Kristyn Girard, Shannon Murphy, Alison Jones, Tabitha Bennett, Catherine Black, Sarah Lise, Justin Farris, Bernice Nix, Olav Thyvold, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Ric Pasquotti, Todd Wonderham, Jeffrey Krasnick, Alexandra Robinson, Nanci Davies, Josh Fagan, Travis Reaveley, Sarah Begin, Dianne L Thomas, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Andrew Rozendal, Megan Forest

Regrets: Aron Horvath, Francis Camilleri, Victoria Capitano, Iain Havelock

Author: Shannon Murphy

Agenda:

Agenda:

- Review action items
 - Do we stop people if their income is too high?
 - We would like to stop them in eTax. If they call in, we want the call centre to be able to process the applications. The case would be created and manual review would take it from there.
 - Can an exec/admin for an estate apply on behalf of the living spouse?
 - The executor cannot apply on behalf of the living spouse.
- Demo of eTax application updates
 - Changes to Benefit calculation step
 - Allowing zero income
 - Extra question for spouse not filing a return
 - Conditional wording
 - Other updates from our last requirements meeting
 - Wording items we still need

Next steps:

- Demo of duplicate application stopping
- Wording updates
- Uploading supporting documents

Minutes:

Demo application flows:

1. Single with child
2. Married/common-law partner
3. Executor/admin of an estate

Getting Started wording:

- Need an updated link
- **Still need contact details for footer and confirmation emails - Joe**

Eligibility wording:

- Prison question: s.13 We do not need to say "or sentenced"

Benefit Calculation wording:

- The error message needs to be modified to not be "over" the max threshold amount since it will show if they meet the max threshold.
- We may want wording on the website/application to explain the \$10 minimum.

Banking Information wording:

- Expand the bank name label so it does not get cut off

Attachments wording:

- Unsure about "proof you are new to BC"
 - Can list "utility bills with your BC address" for this wording - **Alison/Alex to provide wording**

Certification wording:

- Contact info label - reword this to be more clear about what we are asking for and why. i.e. we need your email to send you a confirmation.
- Terms and conditions

Confirmation page wording:

- Change "within a few minutes" to "within 24 hours" regarding the confirmation email

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
	Provide contact information for RBP (email and phone)	Complete	Kristyn Girard
	Provide wording for Proof of BC resident attachments	Complete	Shannon Murphy

Organization:

Project: BCRBP

Definition: Refunds

Item: BCRBP Refunds Requirements

Meeting Date: 18-Nov-2020

Attendees: Nathan Behrens, Brad Benoit, Francis Camilleri, Victoria Capitano, Kristyn Girard, Jeffrey Krasnick, Joe Masi, Shannon Murphy, Ric Pasquotti, Andrew Rozendal, Todd Wonderham, James Campbell, Josh Fagan, Justin Farris, Megan Forest, Lara Gemmrich, MARK GUNTHER, Sarah Lise, Bernice Nix, Ovidiu Pescaru, Olav Thyvold, STEFAN NIEMANN, WENDMAGEGN SAHLE, CORA HOOVER, CHERYL ROUTLEY, KIMBERLY OSBORN, JANE HARVEY, CAROL ANDERSON, CATHERINE EASTWOOD, GEOFFREY JOHNSON, ALISON JONES, ANGELA KACHANOSKI, ANWAR KHALIL, WEDNMAGEGN SAHLE

Regrets: Iain Havelock, CAM GRAY

Author: Emily Sinex

Agenda:

- Notes about BCRBP Payments:
 - 2.5 million expected payments ranging from \$500-\$1000 (some payments may not be exactly \$500 or \$1000, sliding scale based on income)
 - Families up to \$1000
 - Singles up to \$500
- BCRBP Refund
 - Refund Creation
 - Automatically created when:
 - Application case has been approved and posted a credit
 - BCRBP credit has not already been included in a refund with the current banking details on the account
 - No stop refund/stop mail indicator processes are found
 - Approval Levels and Review Stages
 - Automatically approved
 - Approval/review is done via the application and adjudication process
 - Delivery Methods (CAS Payment Image details)
 - IMM EFT only (using bank account number, bank branch number, transit number)
 - Note on banking details: Applications with missing/incorrect banking information cannot proceed.
 - Bank Branch number/Transit number combinations must be correct
 - Some bank account numbers will now be validated during the application process
 - Block Supplier Details (to be provided by CAS):
 - Supplier Name:
 - Supplier Number:

- **Supplier Site Number:**
- 500 payees per payment image
- IMM EFT record attributes in CAS file PI Details:
 - Supplier Number
 - Supplier Site Number
 - Mandatory Name and Address fields:
 - Payee Name 1
 - Address 1
 - City
 - Province
 - Postal Code
 - Country
 - Optional Name and Address fields:
 - Payee Name 2
 - Address 2
 - Address 3
 - Pay Group Lookup = IMM EFT N (N is special handling code)
 - Bank Number - Left pad with 0
 - Branch Number - Left Justify, no padding
 - Account Number - Left Justify, no padding
 - EFT Advice Flag = N (Suppress Statements)
 - Payment Date = Run Date + 3 business days (next business day + 2 business days).
- Batching/Throttling
 - On business days:
 - Add PIs for other tax areas first
 - Last December-January these totalled <500 per day except for one day with 614
 - Recent (September-November) totals are <1000 per day except one day with 1083
 - Fill with BCRBP PIs up to 100,000 per day
 - Any BCRBP-only days (these have to occur on weekends/holidays)?
 - For EBW, we ran one weekend of EBW payment only files to CAS with a limit of 500,000 payments per day.
- Returned Refunds
 - Provincial Treasury notifies ITB of any refunds that fail direct deposit (returned refunds)
 - In the case of low volumes of returns, PT emails the branch and the refunds are marked returned manually
 - Due to the current higher volume of returns due to EBW, PT sends a spreadsheet of returned items that is loaded into TACS and the refunds are marked returned automatically
 - Emily to confirm whether PT will be sending IEI returned refunds in these spreadsheets
 - How is PT identifying EBW payments for inclusion in the spreadsheets, can the same be done for BCRBP?
 - ITB (or system job) marks the refunds Returned in TACS
 - Email is automatically sent to applicants with Returned Refunds, see below for wording
 - TACS will automatically create an "Update Banking Details" work item when an IEI Refund is

returned

- If ITB staff are successful in getting updated banking details from the applicant, they will update the Bank Account info on the Account Springboard
 - TACS will issue a new refund on an open IEI credit if new banking details are detected
- Overpayment Refunds
 - Refund Creation
 - Manual, or
 - Automatically when:
 - A credit other than the BCRBP credit has a balance (Payment credit)
 - No stop refund/stop mail indicator processes
 - Approval Levels and Review Stages
s.15; s.17

-----Email Wording-----

Hello,

The bank account details you provided in your application contain errors and therefore we are unable to process your application.

Confirmation Number: x-xxx-xxx-xxx (auto-populated)

Please provide us with documentation showing the correct bank account information and the bank account holder's name. Examples of documentation include:

- a void cheque or a photo of a void cheque
- letter/form from your bank
- screenshots from your online banking that show the required banking information

The required information is:

- Branch (Transit) Number
- Institution Number
- Bank Name
- Account Number
- Account Holder's Name

It is very important that the documentation contains all the information requested and it is clear and easy to read. If you do not provide complete and accurate banking information, we will be unable to process your payment.

Please submit the information through the following link: <https://www.etax.gov.bc.ca/btp/EBW/?Link=WEBATT>. Follow the prompts to submit your documentation online. This is the most secure and fastest way to receive payment.

This information must be provided within 30 days of this email. If the information is not provided by this date,

Minutes:

- There will be 2.5 million potential APPLICATIONS
 - 1.1M families
 - 1.4M single applicants
- IMM EFT pay group, same details as used for EBW - ensure payment date details are correct
- Action Item: Francis to fill the form requesting approval for the new Supplier Number
- Action Item: Stefan to inform Emily of the new Supplier Number details
- CAS will increase weekday limit to 200K (Emily will also need to code for this)
- CAS/Provincial Treasury weekend/holiday processing
 - 500K limits December 19/20
 - CAS Action Item (Wendmagegn): Look into whether 200K limit is possible on business days with increased processing abilities
 - PT tested releasing 500K payment transactions
 - Need to prepare PT/bank for release of up to 1M payments (can send them in batches to the bank)
- Wendmagegn to confirm CAS can check on batch files holiday weekend
- Cora to confirm PT can handle batch files holiday
- A decision will be made on Dec. 23 whether we will need holiday weekend processing
- PT is currently filtering their returned/rejected payments by looking for payments of \$1000
 - File contains all payments for the province by EFT
 - TACS needs to not reverse returned payments in this file unless they are for EBW or RBP
 - Other existing business areas will continue to get their reports (PT will provide memos to business areas for returned GEN EFT payments)
 - PT will stop filtering and send us the whole file, we will load it and ignore payments that don't pertain to TACS
 - TACS needs an adjustment to expected returns of different refund types when processing this
 - PT will discontinue their email reporting to ITB
 - CSV will go back to daily when/if volumes go up again (as opposed to weekly now)
- Send an email for Returned/Rejected payments (refunds) with specific reason codes (Emily to list specific reason codes in the definition)
- Jim Campbell to obtain wording for the email, Shannon/eTax will be cataloguing wording for all web messages
- Work items will be created for returned refunds to gather updated banking information

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
20-Nov-2020	Confirm 200K PI limit processing on weekdays for CAS	Complete	Emily Sinex, Wendmagegn Sahle

20-Nov-2020	Confirm CAS is able to participate in processing files over the Christmas Holiday weekend	Complete	Emily Sinex, Wendmagegn Sahle
20-Nov-2020	Inform Emily of BCRBP Supplier Number Details	Complete	Emily Sinex, Stefan Niemann
20-Nov-2020	Confirm PT is available to participate in Christmas holiday weekend file processing	Complete	Emily Sinex, Cora Hoover
20-Nov-2020	Submit for requesting approval for RBP Supplier Number	Open	Francis Camilleri
20-Nov-2020	Provide wording for email sent to applicants when refunds are marked returned	Complete	James Campbell

Organization:

Project: BCRBP

Definition: Case

Item: 2020-11-18 Adjudication requirements

Meeting Date: 19-Nov-2020

Attendees:

Regrets:

Author: Nathan Behrens

Agenda:

Minutes:

Stages and stage flow

Stage flow will remain the same as in EBW with no changes.

Adding the case

Applicants can submit claims by eTax or call in. Phone calls will be handled by Maximus, with overflow calls going to Revenue users.

Maximus users will add applications using External Services. The benefits of using External Services instead of eTax are

- User info is captured, so it's easy to report on eTax submissions vs phone calls
- The case application can be more streamlined and have less errors than the eTax application

Revenue users will not have access to External Services, so they will manually add the case in GenTax.

Similar to EBW, a user who adds a case will not be able to work the case.

New to RBP, users themselves may be eligible to apply. It will be a policy that users do not work their own cases. s.15; s.17

s.15; s.17

Case doc fields

Most of the doc fields will be driven by the eTax application. The adjudication-specific fields -- validation flags, overrides, and notes -- will largely stay the same. Some specific notes:

- Secondary ID type and ID fields will be used during manual adjudication
 - A second set of fields will be added for spouse secondary ID information

Validation rulesA case will stop for manual review if:

s.15; s.17

s.15; s.17

T1 validation SIN, DOB, and name validation will be done similarly to EBW.

The T1 data matching validation will check application data against 2019 T1 data and will step through the following checks:

1. Primary SIN/TTN

s.15; s.17

2. Surname/Given name

s.15; s.17

3. Date of birth

s.15; s.17

For households, spouse SIN, surname, given name, date of birth, and net income will also be matched against T1 data using the same validation rules.

Validation will also fail if:

s.15; s.17

Letters A Notice of Determination will be sent to every applicant, regardless of whether the application is approved or denied. Additional letters needed will be discussed in a future meeting.

Request for information

Mailed letters will not be sent, rather requests for additional information will be sent via email. Requested updates to bank information will also be sent via email.

Potentially, automatic emails will be sent for common situations. This will be discussed in a future meeting.

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: eTax

Item: BCRBP - eTax Wording Updates & Duplicate Checking

Meeting Date: 02-Dec-2020

Attendees: Kristyn Girard, Shannon Murphy, Alison Jones, Tabitha Bennett, Aron Horvath, Sarah Lise, Justin Farris, Bernice Nix, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Ric Pasquotti, Jeffrey Krasnick, Alexandra Robinson, Nanci Davies, Josh Fagan, Travis Reaveley, Sarah Begin, Dianne L Thomas, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Andrew Rozendal, Victoria Capitano, Megan Forest, Aleksandra Boissevain, Catherine Watkins

Regrets: Catherine Black, Olav Thyvold, Francis Camilleri, Todd Wonderham, Iain Havelock

Author: Shannon Murphy

Agenda:

Agenda:

- Demo updates to eTax application
 - Flow changes
 - s.13
 - Removed disability assistance question
 - Benefit Calculation is before Personal Details
 - Rework of calculation section
 - Eligibility questions rearranged
- Duplicate application checking
- ~~Uploading supporting document~~ Not showing this yet - reworking the page a bit
- Wording updates
- Go over any outstanding items, wording, etc. needed before the end of development
 - RBP contact info phone and email so we can implement footers

Next steps:

- Finalize wording with BAs and PICS - mid-day Thurs
- Final sign off of wording by Francis - Friday
- Finish development - Friday
- Testing starts - Monday

Minutes:

Questions:

- Uploading supporting documents - did EBW get a lot of phone calls about the web page?
 - Yes EBW did get a lot of phone calls
 - Wondering if we can make the supporting documents request generic and use eTaxBC contact

information?

- No, needs to be BCRBP specific.

Some changes/fixes to make:

- Add a link to the confirmation page for uploading supporting documents
- Spouse eligibility questions should follow same sort of format as the applicant eligibility
 - once something is deemed ineligible, do not ask any more questions
- Dependent child - if the spouse is not a BC resident the second question is N/A, hide
- Need to get full list of attachments (Joe provided after meeting)
- Update certification terms and conditions (Claire provided after the meeting)

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: Mail

Item: 20 Nov 2020 - BC Recovery Benefit Program Mailout

Meeting Date: 20-Nov-2020

Attendees: Rachel Frawley, DebiLee McNaughton, Raeleen Siu, Dawn Mann, Joe Masi, Alexandra Robinson, James Campbell, Victoria Capitano, Bernice Nix, Cruiser, Ashley Der

Regrets: Betty Galvin, Francis Camilleri, Justin Farris, Sarah Lise

Author: Andrew Rozendal

Agenda:

Purpose: To discuss and coordinate the BC Recovery Benefit Program mailout

Agenda:

- Print requirements
- Volume
- Timelines
- Testing

Minutes:

- **Print requirements**
 - RD 34 Envelopes (already ordered)
 - Plain letter white paper (already ordered)
 - Both Simplex and Duplex print - depends on finalized templates
 - Does Simplex expedite processing at BC mail?
 - No impact. Printing is the fastest process involved here. The stuffing is more complex and is primarily affected by page count.
 - Would it make processing easier at BC mail?
 - Will be a decrease in cost if we can print Simplex
 - We can do similar to SPT Declaration letter files where the majority are Simplex, some are 1 page Duplex and remaining few are multi page Duplex
 - This works well on BC Mail's side
 - New service requests for each job type
 - When does BC Mail require these by?
 - Just before we start sending files
 - Special instructions?
 - Include urgency and volume information. Good for context, historical purposes
 - 95% of letters should be 1 page
 - TACS provided mail batch files (PDF) will contain up to 10,000 letters, with multiple files per night as required
 - No inserts are required

- No XPIF is required - all a single paper type
- No address accuracy report available - applicants will be providing mailing details (No Canada Post discount)
- Addresses should primarily be BC - this is a BC benefit. That said, there will be some international files.
 - Per usual TACS process, Domestic and International will be sent in separate files.
- **Volume**
 - Rough estimate: 2.5 million letters
 - Application volume will be heavy up front and then decline overtime
 - Not unreasonable to assume we could send 500,000 letters or more first weekend (Assuming 1 million apply and half are approved by the system without user intervention)
 - This is not the "worst" case scenario - more could apply or we could have a higher approval rate
 - Do we need to throttle files provided to BC mail?
 - Could be some concern over the size of these files
 - **Action item: Debi-Lee** with investigate with Timothy to assess impact on BC Mail file server
 - Possible solutions
 - Send files multiple times a day
 - Send files to a different location (only these files)
 - TACS could restrict the number of letters issued per night - Likely most feasible
 - **Action item: Andrew** will take this away, discuss with technical team re possible actions in TACS
 - We are sending separate communication via email, so not urgent to get these files out immediately
 - Should reduce call center calls
 - Mail is there to counter fraudulent claims
 - Denial letters will be delayed, since manual review is required. Will generate calls. Delays in mail will compound this.
 - Could be up to 6 month backlog
 - BC Mail processing timelines
 - Key caveats to this section
 - BC mail daily capacity to process mail?
 - Daily minimum we can agree on? Min 50,000 (while there is high volume)
 - Other TACS correspondence
 - Other BC mail jobs (other clients)
 - Mail in December is always delayed
 - Canada Post delivery standards + COVID impact mean there will be delays
 - Day 1: File transmitted
 - Day 3-4: File is Canada Post inducted
 - Rough estimate is fine
 - Goal is general expectations
 - For SPT, 80 K daily. We could look at 100,000 for this project

- Primarily one letter type - Notice of Determination (Approval) (similar to our NOFAs)
 - Should be very static, with just contact and financial details changing
 - Will likely be single page Simplex
- Secondary letter type - Notice of Determination (Denial)
 - Will have some deviation due to denial reasons
 - Will need to be Duplex because we allow users to type in additional information
- Other letters should be low volume; other communication means will be prioritized
- **Timelines**
 - Project timelines
 - 27 Nov - Deadline for final letter templates
 - 04 Dec - Development complete
 - 15 Dec - Testing complete
 - 18 Dec - Mail files will start being generated and transmitted from TACS
 - Not set in stone, could be delayed. If delayed into January, BC Mail does not have concerns.
 - 22/23 Dec - First mail files will be Canada Post inducted
- **Testing**
 - Test window is 07 Dec - 15 Dec
 - Business will provide sign off at the end of this period
 - TACS will provide
 - Example files for each print group
 - Full files with a variety of addresses
 - Files that include all high volume letter types
 - BC mail will
 - Perform physical print and stuffing testing
 - Provide samples for review
 - Jim Campbell will provide business sign off
- **Miscellaneous**
 - Rachel will reach out to Canada Post to let them know that this mailout is coming. Canada Post will increase their staff accordingly.
 - Andrew will plan a follow up meeting in a week or two to touch base with BC Mail
 - Include
 - BC Mail
 - Betty
 - Geoff Henwood-Greer
 - Rachel
 - Systems
 - Business

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
26-Nov-2020	Discuss TACS options to redirect and/or limit mail volume if required	Complete	Andrew Rozendal



26-Nov-2020	Assess impact of volume on BC Mail file server	Complete	Andrew Rozendal, Debi-Lee McNaughton
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Organization:

Project: BCRBP

Definition: Mail

Item: 26 Nov 2020 - BC Recovery Benefit Payment Mailout - Touchbase

Meeting Date: 26-Nov-2020

Attendees: Rachel Frawley, DebiLee McNaughton, Betty Galvin, Dawn Mann, Joe Masi, Alexandra Robinson, Victoria Capitano, Geoff Henwood-Greer, Blair Spence, Ryan Goss, Justin Farris, Sarah Lise, Cruiser, Ashley Der

Regrets: James Campbell, Bernice Nix, Francis Camilleri, Raeleen Siu

Author: Andrew Rozendal

Agenda:

Purpose: Touch base regarding BCRBP mailout

Agenda:

- Review outstanding questions
- Discuss any changes
- Questions, concerns

Minutes:

- Review outstanding questions
 - Debi-Lee: Assess impact of volume on BC Mail file server
 - 100,000 a day is an ideal number for BC Mail
 - Would prefer files of 50,000
 - TACS currently sends maximum for 10,000
 - **Decision:** We are ok with leaving TACS output at 10,000 per file
 - 10,000 is a good number for processing
 - Split files by page count, include page count in the file name

s.13

- Discuss any changes
 - Preliminary file naming convention
 - FISX34 - Simplex Single page
 - FIDX34 - Duplex Single page
 - Full file names will follow existing TACS naming convention. For example FISX34_Dec.18.2020_123456789_Domestic.pdf
 - For international files, if they are large provide breakdown by country. Helps with

processing.

- Andrew will generate query manually day after on a case by case basis
- Questions, concerns
 - Project dates remain the same
 - Envelope stock for December
 - 500,000 will be available for December
 - Order is coming in up to 3 batches
 - **Action item:** Alex will double-check order details
 - Envelope details remain the same
 - BC Mail can test with current stock

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
30-Nov-2020	Double check envelope order details - expected delivery dates and volume	Open	Alexandra Robinson
26-Nov-2020	Investigate BC Mail file server capacity	Complete	Andrew Rozendal, BC Mail

Organization:

Project: BCRBP

Definition: Payment

Item: DRF RBP Payments

Meeting Date: 18-Nov-2020

Attendees: Emily Sinex, James Campbell, Josh Fagan, Justin Farris, Megan Forest, Lara Gemmrich, MARK GUNTHER, Ovidiu Pescaru, Olav Thyvold, Nathan Behrens, Brad Benoit, Victoria Capitano, Jeffrey Krasnick, Joe Masi, Shannon Murphy, Ric Pasquotti, Todd Wonderham, CHERYL ROUTLEY

Regrets: Sarah Lise, Bernice Nix, Francis Camilleri, Kristyn Girard, Iain Havelock, Andrew Rozendal, Karin McAvoy

Author: Lara Gemmrich

Agenda:

- Delivery Workbench Overview
- Payment Sources
 - Manually keyed batches of the following types:
 - Direct
 - ESIT:
 - Someone (was Olav for EBW) should alert ESIT these payments are possible. They should be prepared to key them manually.
 - Correspondence/publication for the RBP program should give the ESIT PO box for sending payment to
 - Internal Paper JV
 - Payments are also available by:
 - Online Bill Payment
- Voucher Types
 - RBP Payment
- Payment Allocation
 - Payment can be allocated/directed in the following ways:
 - Unapply/reapply
 - Split
 - Redirect
 - Resubmit
 - Change effective date
 - Allocations can apply to (not setting up functionality to move payments between DRF accounts and other account types):
 - Different period within the same account

Different DRF account within the same entity

-

Different DRF account on a different entity

- Returned Payments
 - Returned Payment Reversal Reasons
 - Account Closed
 - Account Frozen
 - Account Not Found
 - Currency/Account Mismatch
 - Edit Reject
 - Funds Not Cleared
 - Incorrect Payor/Payee Name
 - Institution in Default
 - Invalid/Incorrect Acct. No
 - No Agreement
 - No Debit Allowed
 - Not for TACS (No Fee)
 - NSF
 - Other
 - Other (No Fee)
 - Payment Stopped/Recalled
 - Payor/Payee Deceased
 - Post/Stale Dated
 - Fee of \$30 posts unless (No Fee) is specified in reversal reason
 - Manual Dishonoured Cheque Fee is also available
- Payment Suspense/Error (Work Items)
 - Cannot Find Account
 - created when the account cannot be found in the system. This happens because the account ID is invalid or blank
 - Duplicate Media Number
 - created when the media number associated to the payment already exists in the system for a different account and period
 - Stop Payment
 - created when the account or period the payment is directed to has a Stop Payment indicator. The payment only stops for review, it can still be posted afterwards
 - Invalid Period
 - created when the period the payment is directed to does not exist for the account. This can be if the period is prior to the account start date, or if the period filing does not allow that period (i.e: payment's filing period is 10-Dec-2017 when the filing frequency is only every 25th of the month - 10-Dec-2017 is an invalid period and thus the payment will suspend)
 - Invalid Received
 - created when the effective date of the payment is in the future
 - Note: to test this work item, move your rundate forward to add a batch in the future, then go back to original date before validating batch

Minutes:

- Delivery Workbench Overview
- Payment Sources
 - Manually keyed batches of the following types:
 - Direct
 - ESIT:
 - Someone (was Olav for EBW) should alert ESIT these payments are possible. They should be prepared to key them manually.
 - Olav said he would reach out to ESIT
 - Correspondence/publication for the RBP program should give the ESIT PO box for sending payment to
 - Internal Paper JV
 - Payments are also available by:
 - Online Bill Payment
- Voucher Types
 - RBP Payment
 - This will need to be selected from a drop down when manually keying in batches
- Payment Allocation
 - - Payment can be allocated/directed in the following ways:
 - Unapply/reapply
 - Split
 - Redirect
 - Resubmit
 - Change effective date
 - Allocations can apply to (not setting up functionality to move payments between DRF accounts and other account types):
 - - Different period within the same account
 - - Different DRF account within the same entity
 - - Different DRF account on a different entity
- Returned Payments
 - Returned Payment Reversal Reasons
 - Account Closed
 - Account Frozen
 - Account Not Found
 - Currency/Account Mismatch
 - Edit Reject
 - Funds Not Cleared

- Incorrect Payor/Payee Name
- Institution in Default
- Invalid/Incorrect Acct. No
- No Agreement
- No Debit Allowed
- Not for TACS (No Fee)
- NSF
- Other
- Other (No Fee)
- Payment Stopped/Recalled
- Payor/Payee Deceased
- Post/Stale Dated
- Fee of \$30 posts unless (No Fee) is specified in reversal reason
- Manual Dishonoured Cheque Fee is also available
- Payment Suspense/Error (Work Items)
 - Cannot Find Account
 - created when the account cannot be found in the system. This happens because the account ID is invalid or blank
 - Duplicate Media Number
 - created when the media number associated to the payment already exists in the system for a different account and period
 - Stop Payment
 - created when the account or period the payment is directed to has a Stop Payment indicator. The payment only stops for review, it can still be posted afterwards
 - Invalid Period
 - created when the period the payment is directed to does not exist for the account. This can be if the period is prior to the account start date, or if the period filing does not allow that period (i.e: payment's filing period is 10-Dec-2017 when the filing frequency is only every 25th of the month - 10-Dec-2017 is an invalid period and thus the payment will suspend)
 - Invalid Received
 - created when the effective date of the payment is in the future
 - Note: to test this work item, move your rundate forward to add a batch in the future, then go back to original date before validating batch

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: Imaging

Item: 19 Nov 2020 - BCRBP Reporting and Imaging Requirements

Meeting Date: 19-Nov-2020

Attendees: Kristyn Girard, Shannon Murphy, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Victoria Capitano, Megan Forest, Sarah Lise, Justin Farris, Alison Jones, Tabitha Bennett, Alexandra Robinson, Aron Horvath, Catherine Black, Nanci Davies, Josh Fagan, Travis Reaveley, Olav Thyvold, Ovidiu Pescaru, Mark Gunther, Joe Masi, Ric Pasquotti, Jeffrey Krasnick

Regrets: Iain Havelock, Bernice Nix, James Campbell, Francis Camilleri, Todd Wonderham, Sarah Begin, Dianne L Thomas

Author: Andrew Rozendal

Agenda:

Purpose: Gather reporting and imaging requirements for the new benefit program

Agenda:

- Imaging
 - Frontend Imaging (Taxpayer correspondence imaging)
 - **PO Box 9471 Stn Prov Gov Victoria BC V8W 9N9**
 - Backend Imaging (Ministry staff)
 - Image and attachment types
 - Security
- Reporting
 - General requirements, goals
 - Report inventory

Minutes:

- Imaging
 - Frontend Imaging (Taxpayer correspondence imaging)
 - ~~PO Box 9471 Stn Prov Gov Victoria BC V8W 9N9~~ We are configuring a new PO Box for this program
 - New Recovery Benefit Program stage
 - EBW Correspondence imaging flow -> PO Box -> ESIT -> New Correspondence Imaging Case -> Disaster Relief Funds -> Emergency Benefit for Workers
 - RBP Correspondence imaging flow -> PO Box -> ESIT -> New Correspondence Imaging Case -> Disaster Relief Funds -> Recovery Benefit Program
 - Backend Imaging (Ministry staff)
 - Do staff intend to use this? Available by default
 - Doesn't sound like this was used for EBW
 - Image and attachment types

- Security
- Image Types
 - Add new RBPCOR - RBP Correspondence image type - to be used by front end imaging
 - What type of security do we require?
 - Sensitive data
 - Examples of information provided: T1 information, Bank information
 - Similar security to EBW
 - Will expect non ITB users to be able to view
 - Can we reuse EBW security functions? TBD
 - DRFCOR - DRF Correspondence: Used by Front End Imaging jobs
 - Does this decode need to change?
 - No strong opinions.
 - Changing this may confuse the auditors who are currently looking for DRF image types
 - Decision: Leave as is
 - Do we need something similar to EBWSUP - EBW Supporting Documents or can all RBP correspondence use the general DRFCOR - DRF Correspondence image type?
 - Would like separate RBP Supporting Documents type
 - ITBSUP - ITB Supporting Documents: Was not used for EBW due to security concerns. Per EBW project notes:
 - New image and attachment type EBW Supporting Documents will be added. This is required because CTAB will be assisting with EBW but they should not have access to existing ITB images.
 - Will this be the case for this project?
 - Yes, we need our own type
- Attachment Types:
 - Do we need something similar to EBWDOC - EBW Supporting Documents or can all RBP correspondence use a more general DRFDOC - DRF Supporting Documents?
 - Would like RBP Supporting Documents type
 - ITBDOC - ITB Supporting Documents: Same concerns as image types above.
- Reporting
 - General requirements, goals
 - Very similar to EBW
 - Report on fraud
 - Numbers and payouts
 - Track issues
 - What is preventing us from automatically paying applicants
 - Inventory reporting and "income" reporting
 - We need to consult with staff who did the day to day management of EBW to get their input on the required reports.
 - **Action item: Ric Pasquotti** will get list of day to day management who worked EBW to get their input.
 - Report inventory
 - Goal is to merge with EBW reports where it makes sense
 - In scope

- 3 reports for initial rollout (Dec 2020)
 - Ideally would like the equivalent of all EBW reports that we had when we went live
 - Due to larger volume of applicants, there may be additional corner cases where we need reports to assist
- EBW reports for reference
 - PDF Report EBW Daily Status Report Provides daily high level metrics for the EBW program
 - PDF Report DRF Discrepancy Report DRF Discrepancy Report for Customer-related discrepancies
 - No one on this call who used it for EBW
 - Lower priority for RBP
 - Cube EBW Application Summary General EBW Summary Cube
 - No one on this call who used it for EBW.
 - We should follow up with Sue Tung re EBW use - see Ric Pasquotti action item above
 - Cube EBW Financials Summary EBW Financials Summary of Credits and Refunds posted
 - We can add RBP to this report, make it DRF rather than EBW
 - Cube EBW Manual Adjudication Summary Summary for EBW application cases requiring manual adjudication.
 - This would be useful for this program
 - Could we include aging in here?
 - Cube EBW User Added Cases Report for listing EBW cases that are key-in applications. Used for call centre statistics.
 - We probably don't need this for RBP, can use other reports to accomplish this metric
 - Cube EBW Daily Task Management Summary Number of Manual Adjudication cases daily, by work queue
 - Cube EBW Denial Reasons Denial reasons for denied EBW applications (In progress SQR)
 - Ad Hoc (Search manager) EBW - Application Search Adjudication report for searching EBW Application to determine invalid applications and or fraudulent claims.
- Reports required for this rollout
 - PDF Report EBW Daily Status Report Provides daily high level metrics for the EBW program
 - Additional metrics based on eligibility type (family (2 adult), individual, single parent)
 - Existing metrics were all useful
 - The regional breakdown table was too generic at the start (threshold too high)
 - Could look at setting lower to start with
 - Aged WIP reporting
 - Important requirement for this project
 - Divided into age (timeframe)

- 30, 60, 90 (possibly additional date ranges due to volume)
 - Simple, at a glance information
 - We can use larger reports with views, input parameters to filter to find this information
 - Investigate whether this can be accomplished through cubes
 - Primary users: Francis, steering committee
 - People less familiar with Gentax reporting
- TBD
- **Out of scope**
 - 5 reports for subsequent rollout (Audit, Billing and Collection - Oct 2021)
 - We will gather these requirements in May 2021

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
23-Nov-2020	Ric Pasquotti will consult with the EBW day-to-day operations team to get their input	Complete	Andrew Rozendal

Organization:

Project: BCRBP

Definition: Mail

Item: 17 Nov 2020 - BCRBP Mail requirements and letter inventory

Meeting Date: 17-Nov-2020

Attendees: Kristyn Girard, Shannon Murphy, Nathan Behrens, Emily Sinex, Lara Gemmrich, Victoria Capitano, Megan Forest, Sarah Lise, Justin Farris, Alison Jones, Tabitha Bennett, Alexandra Robinson, Aron Horvath, Catherine Black, Nanci Davies, Travis Reaveley, Bernice Nix, Olav Thyvold, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Francis Camilleri, Ric Pasquotti, Jeffrey Krasnick, Dianne L Thomas, Mila Nikolich

Regrets: Brad Benoit, Iain Havelock, Josh Fagan, Todd Wonderham, Sarah Begin

Author: Andrew Rozendal

Agenda:

Purpose: Gather mail requirements and the letter inventory for the new benefit program

Agenda:

- Mail
 - Volume – estimated 2.5 million letters
 - Automation
 - Coordination with BC Mail
 - Prioritization of files
 - Envelopes & Print Groups
 - RD34 – PO Box 9444 Stn Prov Govt Victoria BC V8W 9W8
 - Header & Footer details
 - IDs
 - Contact information
 - Name Address rules
 - Standard rules - same as EBW?
 - Returned mail
 - Volume (typically 5%)
- Letter inventory
 - System added letters
 - Notice of Determination (Approval or Denial)
 - User added letters
 - RFI
 - Free form

Minutes:

- Mail
 - Volume – estimated 2.5 million letters

s.13

- Time-frame
s.13

- Volume over time
 - Upfront heavy mail volume, decline overtime
- Coordination with BC Mail - I will book a meeting to discuss requirements in further detail to ensure everyone's expectations are the same.
 - Who should be involved in a call with BC mail & team?
 - Alex Robinson
 - Francis or Joe
 - Dawn Mann
- Prioritization of files

- Just to be aware of:
 - There will be other system mailouts ongoing:
 - Year end
 - Regular billing cycle date (23 Dec)
 - SVT (15 Jan)
 - We are not BC Mail's only client
- Envelopes & Print Groups
 - RD34 – PO Box 9444 Stn Prov Govt Victoria BC V8W 9W8
 - Ordered 2 million already
 - New print groups or existing RD34 print groups?
 - Considerations: Billing, prioritization, faster processing
 - Preferable to use new print groups, need to be able to report on cost separately.
 - Will also reduce complexity, help BC Mail process faster.
 - Paper type – Plain letter, white (TACS standard paper)
 - Print colour – Black and White (All existing TACS print jobs are Black and White)
 - Duplex Print (Double-sided)
 - Letter length – Dynamic (any number of pages), covered by escalating print groups (The 1-4, 5-8 and 9+ page envelopes are grouped into separate files for efficient processing at BC Mail)
 - Envelope style – RD34 (Standard ITB envelope)
- Header & Footer details
 - IDs
 - DRF (Disaster Relief Funds) account's with the RBP relief type will display the following details:
 - Account Number: DRF - ##### - #####
 - Confirmation Number: #####
 - Letter Id: L#####
 - Confirmation Number might always be available if call centre key-in is done via eTax. However, that approach can cause issues with reporting. If we use another approach, we may need another ID here instead (case ID?))
 - For RBP case letters (adjudication and audit):
 - At the case level, the File Number (Case ID), and Letter ID will be displayed in the top right.
 - If an associated DRF account (relief type RBP) exists, the Account Number will **not** be displayed.
 - Associated account (for example during audit):
 - Case Id: #####
 - Confirmation Number: #####(should be available, but see above point. TBD)
 - ~~Account Number: DRF - ##### - #####~~ - do not include, DRF number was not used frequently with EBW so not a useful ID at case level
 - Letter Id: L#####
 - No associated account (for example RBP new adjudication case still in progress):

- Case Id: #####
Confirmation Number: #####(should be available, but see above point. TBD)
Letter Id: L#####
 - Notice of determination - denial will not have an account, so will be just confirmation number
 - Notice of determination - approval will have an account. We still want to include the confirmation number
 - Contact information
 - Do we have program specific contact details? Yes
 - Program: TBD - pending new minister. Placeholder is the Recovery Benefit Program
 - Branch: Income Taxation Branch
 - Branch mailing address: ~~PO Box 9471 Stn Prov Gov Victoria BC V8W 9N9~~ TBD
 - Do we need a different PO box for this program?
 - Shared PO box (with EBW at 9471) means:
 - Shared correspondence queue
 - Shared ESIT batches
 - Distinct PO box means:
 - Easier for reporting
 - Separate work queue
 - Decision: reporting is important, set up a new PO Box for this program
 - **Action item: Olav** will work with Joe and Francis to coordinate new PO box with ESIT
 - Will be part of the initial roll-out
 - Payments will also come in through this PO Box. Emily will address in payments meeting
 - Telephone: TBD - call centre (Maximus)
 - Toll Free: TBD - call centre (Maximus)
 - Website: TBD
 - Email: TBD
 - **Action item: Travis Reaveley** to gather contact details (Phone numbers, emails etc)
 - Name Address rules
 - Standard rules - same as EBW? Yes, leave them the same
 - Legal name and mailing address
 - Returned mail
 - Volume (typically 5%)
 - Will be received at RD34 – PO Box 9444 Stn Prov Govt Victoria BC V8W 9W8
 -
- For reference, EBW had a returned mail rate of 4.92%. Not a perfect comparison since EBW solely issued Denial letters but this matches our general expectations of roughly 5%. (BCA has a 95% accuracy rating) 5% here is 125,000 letters.

s.15; s.17

s.15; s.17

- Work item for only certain letters (only if money went out the door)
 - Approval letter
- Otherwise no need to create work items. This is a credit program, people will be in touch if a problem.
- Might change for audit in the future.

- **To be discussed next time:**

- Returned mail
 - Re-visit previous discussion
 - There is an existing rule for returned mail on DRF accounts which creates EBW, Returned Mail work items. This will need to be updated. Can we update it to DRF, Returned Mail?
 - A new returned mail work item RBP, Returned Mail will be added. An alternative to creating different returned mail work types per active disaster relief project is to merge them all into a single DRF, Returned Mail work type.
- Letter inventory
 - System added letters
 - Notice of Determination (Approval or Denial)
 - User added letters
 - RFI
 - Free form

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
27-Nov-2020	Olav will work with Joe and Francis to coordinate new PO box with ESIT	Open	Olav Thyvold
27-Nov-2020	Travis Reaveley to gather contact details (Phone numbers, Open emails etc)		Travis Reaveley

Organization:

Project: BCRBP

Definition: Training

Item: BCRBP Initial Training Requirements

Meeting Date: 20-Nov-2020

Attendees: Tabitha Bennett, Bernice Nix, Justin Farris, James Campbell, Ovidiu Pescaru, Alexandra Robinson, Alison Jones, Ric Pasquotti, Jeffrey Krasnick, Joe Masi, Todd Wonderham

Regrets: Olav Thyvold, Sarah Lise, Francis Camilleri

Author: Megan Forest

Agenda:

A Brief Overview of FAST Training Methodology

- Ask if they'd like a review first, they are old hats at this for the most part, so it may not be valuable

Establish list of stakeholder's and their expected responsibilities

- Maximus
 - Responsibilities:
 - Keying applications in External Services Manager
 - Searching for general inquiries on behalf of applicants
- Service BC?
 - in person assistance with the application?
 - Searching for general applicant inquiries
- ESIT
 - Responsibilities
 - batching the repayments received after issuing NOD Denial
 - imaging mailed in supporting documentation(?)
- ITB
 - Responsibilities:
 - Keying overflow applications,
 - working cases flagged for compliance review & Registration Review
 - correcting issues reported by applicants,
 - managing mail & attachments
 - Working the e-mail inbox
 - Correcting any payment work items (low volume, no change to existing processes in TACS for other programs)
 - Which group/groups will be working the cases suspended for compliance review?
 - Which group/groups will be working cases suspended for Registration Review (if different)
 - Is there a contingency to add more areas to work this program like there was with EBW?
 - How many users (roughly) will require training from each section within ITB
 - Is there any intention to hire new staff for the working of this program?

Delivery Style

- Remote training (obviously given the pandemic it would be inadvisable to have staff in a classroom)

setting)

- Separate curriculums for:
 - Maximus & Service BC(?)
 - ITB
 - any further delineation required?
 - can we cross train all teams or will there be a tiered approach to the users access
 - if so, do we need to silo any of that knowledge to certain groups?
- Initial Suggestion:
 - 2-3 Videos-recorded in advance, created by Tabitha Bennet (with FAST assistance of course!)
 - Video #1= Maximus & Service BC(?) - covers the use of the external services manager & the flow of the online application the taxpayers will experience
 - Video #2= BCRBP Essentials for all ITB Staff - covers case compliance reviews, mail & attachments, keying overflow phone applications, Flow of the online application
 - Video #3?= BCRBP Group 2- covers the more high risk/complicated cases (?)
 - Workshops as needed post rollout hosted by Tabitha Bennet (with FAST assistance, of course) as new needs come to light, as it did with EBW
- Tutorials Provided by FAST (click by click system guides, no policy no business process),
- Leader Guide & Slice Development= Worked on as a team- Tabitha Bennet & FAST
- **Recommendation:** Any policy/ business process that needs to be communicated to the team needs to be being compiled ASAP, so that Tabitha can add it to her LG
- FAST to Train BAs, Testers

Minutes:

A Brief Overview of FAST Training Methodology

- Training Internal Project Staff (BAs, Testers, Trainers)
- What is a leader Guide?
- What is a slice?
- What is a tutorial?

Establish list of stakeholder's and their expected responsibilities

- Maximus
 - Responsibilities:
 - Keying applications in External Services Manager
 - Searching for general inquiries on behalf of applicants
- Service BC?
 - in person assistance with the application?
 - Searching for general applicant inquiries
 - Don't about accepting payments
 - *Joe to confirm that SBC will only provide a computer to process application or direct to a phone to maximus
 - Memo, not training program
- ESIT

- Responsibilities
 - batching the repayments received after issuing NOD Denial
 - imaging mailed in supporting documentation(?)
- ITB
 - Responsibilities:
 - Keying overflow applications (CTAB)
 - working cases flagged for compliance review & Registration Review
 - correcting issues reported by applicants,
 - managing mail & attachments
 - Working some forwarded
 - Correcting any payment , Refund, Financials work items
- CTAB
 - Working the e-mail inbox
 - Maximus Overflow Calls
- Which group/groups will be working the cases suspended for compliance review?
- Which group/groups will be working cases suspended for Registration Review (if different)
- Is there a contingency to add more areas to work this program like there was with EBW?
 - CTAB is contingency for overflow 300+
- How many users (roughly) will require training from each section within ITB- 70

Delivery Style

- Remote training (obviously given the pandemic it would be inadvisable to have staff in a classroom setting)
- Separate curriculums for:
 - Maximus & Service BC(?)
 - ITB
 - any further delineation required?
 - can we cross train all teams or will their be a tiered approach to the users access
 - if so, do we need to silo any of that knowledge to certain groups?
- **Initial Suggestion:**
 - 2-3 Videos-recorded in advance, created by Tabitha Bennet (with FAST assistance of course!)
 - Video #1= Maximus - covers the use of the external services manager & the flow of the online application the taxpayers will experience
 - CTAB Curriculum/ Video
 - Video #2= BCRBP Essentials for all ITB Staff - covers case compliance reviews, mail & attachments, keying overflow phone applications, Flow of the online application
 - Video #3?= BCRBP Group 2- covers the more high risk/complicated cases (?)
 - Workshops as needed post rollout hosted by Tabitha Bennet (with FAST assistance, of course) as new needs come to light, as it did with EBW

Deliverables

- Tutorials Provided by FAST (click by click system guides, no policy no business process),
- Leader Guide & Slice Development= Worked on as a team- Tabitha Bennet & FAST
- **Recommendation:** Any policy/ business process that needs to be communicated to the team needs to be being compiled ASAP, so that Tabitha can add it to her LC
- FAST to Train BAs, Testers

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: Reports

Item: 09 Dec 2020 - BCRB Report Demo

Meeting Date: 09-Dec-2020

Attendees: James Campbell, Victoria Capitano, Sue Tung, Francis Camilleri, Joe Masi, Ric Pasquotti, Sarah Lise, Justin Farris, Ovidiu Pescaru, Mark Gunther, Jeffrey Krasnick, Kristyn Girard, Shannon Murphy, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Megan Forest, Alison Jones, Tabitha Bennett, Alexandra Robinson, Travis Reaveley

Regrets: Josh Fagan, Todd Wonderham, Andrew Jensen, Bernice Nix, Olav Thyvold, Sarah Begin, Dianne L Thomas, Iain Havelock, Aron Horvath, Catherine Black, Nanci Davies

Author: Andrew Rozendal

Agenda:

Purpose: To demonstrate the BCRP reports and discuss what the metrics mean

Agenda:

- RBP Daily Status Report
- RBP Aged WIP Report
- RBP Workload Status Report
- Gather email distribution lists for reports

Minutes:

- Demonstrated reports
 - RBP Daily Status Report
 - Keep region threshold at 10,000 - large initial application volume will make metric meaningful
 - RBP Aged WIP Report
 - Update required: columns should be based on the time it took to complete a case, not the age created
 - **Action item: Andrew Rozendal** will update, provide updated example to the group
 - Keep all cases - manual and automatic, open and closed
 - RBP Workload Status Report
 - No changes required
- Distribution lists
 - **Action item: Andrew Rozendal** to provide EBW distribution list to James Campbell, Francis Camilleri
 - **Action item: James Campbell** to provide distribution lists for each report
 - Note - if a report does not have a distribution list it will still be generated each night. It will be

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
10-Dec-2020	Provide EBW email distribution lists to James Campbell for reference	Complete	Andrew Rozendal
16-Dec-2020	Provide report email distribution lists for the BC recovery benefit reports	Complete	Andrew Rozendal
11-Dec-2020	Update RBP Aged WIP Report	Complete	Andrew Rozendal

Organization:

Project: BCRBP

Definition: Case

Item: 2020-11-20 Adjudication requirements follow-up

Meeting Date: 24-Nov-2020

Attendees:

Regrets:

Author: Nathan Behrens

Agenda:

Agenda1. Case letters

1. NOD – discussed
2. Free form letter?
3. Other letters?

2. Request for info process

1. Are there situations we can send automatic emails for?

3. Adjustments/amendments

1. How will applicants notify us an adjustment should be made?
2. How should these be handled in GenTax?

4. Other questions

1. Will marital status change date be used in the validation checks?
2. Will any validation be done on child information?
3. Do we want additional approval when a user changes the bank info on the case?

Minutes:

Case letters

In addition to the approval and denial NODs, a free form letter will be available to send. The free form letter would be used in one-off situations where an email or phone call aren't viable. About 180 free forms letters have been sent in EBW.

Request for info process

An automatic email to request additional documentation will be sent if

1. No 2019 T1 data is found for the applicant
2. No 2019 T1 dependent info is found when the applicant claims dependents
3. The applicant has immigrant status and did not attach any documents to the web request
4. The applicant is an executor and did not attach any documents to the web request
5. The applicant has recently moved to BC and did not attach any documents to the web request
6. The applicant is a Power of Attorney and did not attach any documents to the web request

Incorrect bank infoTax and the adjudication case use the same rules to validate banking information,^{s.15;}

s.15; s.17

As such, no automatic emails will be sent from the case to request updated bank info.

However, If bank account info is incorrect and a refund is returned, an automatic email will be sent to the applicant.

Adjustments

The applicant can use the attachment web service to add documentation to the adjudication case or request changes. The attachment web request will create a correspondence imaging case that can be associated to the adjudication case. If there is an associated correspondence imaging case, the adjudication case will stop for manual review.

In addition to the attachment web service, applicants can email the support email or call in to request changes.

If an applicant submits a subsequent application, it will be stopped for manual review due to duplicate SIN.
Other notes

The marital status change date will not be used for any systematic validation checks; it is informational for users when a case needs to be reviewed.

Dependent info will be verified against 2019 T1 data.^{s.15; s.17}
s.15; s.17

When registering the applicant, the spouse does not need to be registers also.

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: Refunds

Item: BCRB Returned Refunds

Meeting Date: 08-Dec-2020

Attendees: Justin Farris, Megan Forest, Lara Gemmrich, Mark Gunther, Sarah Lise, Bernice Nix, Ovidiu Pescaru, Andrew Jensen, Nathan Behrens, Brad Benoit, Francis Camilleri, James Campbell, Victoria Capitano, Kristyn Girard, Iain Havelock, Jeffrey Krasnick, Joe Masi, Shannon Murphy, Ric Pasquotti, Andrew Rozendal, Andrew Lusk, Manjot Sawhney, James Aitken, Catherine Watkins, Tabitha Bennett

Regrets: Josh Fagan, Olav Thyvold, Todd Wonderham

Author: Emily Sinex

Agenda:

- Outline process for returned refunds:
 - Provincial Treasury notifies TACS of any refunds that fail direct deposit (returned refunds)
 - Due to the expected high volume of returns of RBP payments, PT will provide a spreadsheet of returned and rejected refund(payment) items to be loaded into TACS.
 - PT will include every returned or rejected payment so TACS must discern which ones pertain to BCRB refunds (this can be done using the PT Reference Number, which matches with the cheque number assigned by CAS in TACS)
 - The nightly 'PT Returned Refund' job does the following:
 - Marks the refund returned (stores the PT reason code in notes)
 - Adds "Update Banking Details" case for refunds returned with the following (non customer-initiated) reason codes:
 - 900 Edit Reject
 - 902 Account not Found
 - 905 Account Closed
 - 909 Currency/Account Mismatch
 - 911 Account Frozen
 - 912 Invalid/Incorrect Account No.
 - 914 Incorrect Payor/Payee Name * Question: for EBW, no email was sent requesting new details, however most accounts having a refund returned with this reason code ended up with updated banking details.
 - Sends email requesting updated banking details where the PT reason code is in the above list.
 - TACS will issue a new refund on an open IEI credit if new banking details are detected
 - TACS report "Provincial Treasury Returned Refunds" will list details on all refunds returned by PT (this is currently listed in an excel spreadsheet in the confidential\$ folder)
 - What should happen for refunds returned for customer-initiated reasons (903,910,914,922)? Usually this means the credit should be disallowed and we don't try to issue any further refunds. Work Item or work off the report above?

- Demo Update Banking Details Case

Full list of Reason Codes (* means customer-initiated/no email or update banking details case added):

- 900 Edit Reject
- 902 Account not Found
- 903* Payment Stopped/Recalled
- 905 Account Closed
- 909 Currency/Account Mismatch
- 910* Payor/Payee Deceased
- 911 Account Frozen
- 912 Invalid/Incorrect Account No.
- 914* Incorrect Payor/Payee Name
- 922* Customer Initiated Return

EBW Stats

Code # Returned

900	7663
902	3182
903	168
905	619
909	31
910	2
911	362
912	2745
914	280
922	369

Minutes:

- 903, 909, 910, 911, 914, 922
 - No email should be sent
 - No Bank Account Details case auto-added
 - Add a work item instead (Bank Account Risk Review)
- 900, 902, 905, 912
 - Email sent
 - Update Banking Details case added

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: eTax

Item: BCRBP eTax Requirements #2

Meeting Date: 19-Nov-2020

Attendees: Kristyn Girard, Shannon Murphy, Alison Jones, Tabitha Bennett, Aron Horvath, Catherine Black, Sarah Lise, Justin Farris, Bernice Nix, Olav Thyvold, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Francis Camilleri, Ric Pasquotti, Jeffrey Krasnick, Alexandra Robinson, Nanci Davies, Sarah Begin, Dianne L Thomas, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Andrew Rozendal, Victoria Capitano, Megan Forest, Catherine Watkins, JACQUELINE NORDQUIST

Regrets: Todd Wonderham, Josh Fagan, Travis Reaveley, Iain Havelock

Author: Shannon Murphy

Agenda:

- **Review action items**
- Discuss outstanding questions from last time
- Discuss timeline and who's responsible for application wording review (fill in table below)
- Demonstrate initial draft of application

Some outstanding questions from last meeting:

- Would we want to allow Maximus to apply on behalf of an applicant on eTax? Would we need to collect their contact information?
 - They will not be using eTax, they will be using external services. Decided in Adjudication meeting 11/18.
- Just to confirm, we are only allowing direct deposits - no cheques?
 - Yes only direct deposits.
- Do we need a Terms and Conditions section at the end like with EBW?
 - Yes - we do need it, wording will be provided.
- Should we send a confirmation email when the application is submitted?
 - Do we want it to include wording about providing documentation, if the application will require documentation
 - Yes we do want a confirmation email - include wording to provide documentation. Make sure the supporting documents link is included in this wording.
- Should we send an email similar to EBW when the refund (payment) is issued?
 - Yes and this is being drafted as well.

Minutes:

Demo - initial draft of application

- Single w/ no dependent flow

- Single w/ dependent flow
- Married/family flow
- Married, but spouse is not eligible flow

1. Getting Started

1. Wording should include what you need for the application (i.e. documents you need to provide or have on-hand) - **Shannon** add placeholder wording

2. Applying As

1. May want to call this step something different
2. Executor/estate may not be able to apply on behalf of the living spouse - **Joe/Mark** to discuss offline

3. Marital Status

1. May not want to use the term "household" ?
2. Wording needs to be clear on which option is for a single person with shared custody.
3. Any extra questions/info we want to capture if their marital status has changed?
 1. Ask what the date was when their marital status changed. - **Shannon** add to application

4. Eligibility

1. Note from Sarah Begin from PICS - From a user experience point of view we do want this wording to be specific to who is applying. i.e. if POA is applying, the wording would say "Is the applicant a B.C. resident" vs. "Are you a B.C. resident"
2. Extra question in Joe's spreadsheet: Have you moved residence within B.C. since December 31, 2019?
s.15; s.17
3. Remove BC and Canada from the drop-down lists - **Shannon**
4. Incarceration question - The wording needs to be clarified here to account for a scenario like if someone has only been in prison for 10 days but their sentence will last 90 days or longer including the eligibility date. We could change this wording to say "have you been confined or sentenced to"

5. Spouse/Partner Eligibility (if married/family selected)

6. Dependant Child (if married/family selected and the spouse was not eligible)

7. Personal Details

1. Date of birth rules: exception for 19 years of age if single and has child, or if family
2. Do we have a mask on BC drivers license?
 1. If we do let's add it... Investigate what is used on the EBW adjudication case. **Shannon**
3. Date of death - make a red error message instead of pop-up message **Shannon**
4. This is where we will be stopping duplicates for SIN/DOB/Last name on the applicant and the spouse.

8. Benefit Calculation

1. Do we want this to stop people if their income is too high?
 1. Yes, possibly? - **Mark and Joe** are going to discuss whether we kick people out or not.
2. Wording for net income should say latest assessed or reassessed value.
3. We should allow a zero amount to be entered for net income.
 1. However... we may not want to show the calculation section until they've entered both the individual and spouse's amounts.
4. Maybe move the fields around so that the maximum benefit amount is on the top. **Shannon**
5. We should add more wording here to be more specific about how the amount is calculated, what the threshold is, etc.
6. Add a label for the reduction amount - **Shannon**
7. Once your credit reaches \$10, it should remain at \$10 until it reaches zero. **Shannon**

9. Addresses

10. Banking Info

1. Wording - we should look at adding a label to tell people to enter their bank account number as numeric only. **Shannon** add a placeholder
2. This is where we will be validating the bank account number based on the algorithm we are implementing for the large bank accounts.

11. Attachments (if attachments are applicable)

1. i.e. shows if they are new to B.C., if POA is applying, or if executor/administrator applying on behalf of an estate.
2. All attachments are optional.

12. Certification

1. Terms and conditions wording
 1. Yes we will need wording added. This is already being drafted.
2. Add spouse and child details to summary (name, SIN, DOB)
3. POA/Executor administrator - First name and last name should be more clear that they are for the POA. Contact info should be clear that we are asking for the agent's contact info. **Shannon**

Confirmation page wording - review around receiving the confirmation email due to delays from EBW.

s.13

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
23-Nov-2020	Do we want to stop people if their income is too high?	Complete	Shannon Murphy
23-Nov-2020	Determine how an executor/admin can apply - only for single?	Complete	Shannon Murphy

Organization:

Project: BCRBP

Definition: Reports

Item: 25 Nov 2020 - BCRBP Report Inventory - Part 2

Meeting Date: 25-Nov-2020

Attendees: Sue Tung, James Campbell, Francis Camilleri, Andrew Jensen, Joe Masi, Ric Pasquotti, Victoria Capitano, Josh Fagan, Sarah Lise, Justin Farris, Ovidiu Pescaru, Mark Gunther, Jeffrey Krasnick, Kristyn Girard, Shannon Murphy, Nathan Behrens, Brad Benoit, Emily Sinex, Lara Gemmrich, Megan Forest, Alison Jones, Tabitha Bennett, Alexandra Robinson, Aron Horvath, Catherine Black, Nanci Davies, Travis Reaveley

Regrets: Todd Wonderham, Bernice Nix, Olav Thyvold, Sarah Begin, Dianne L Thomas, Iain Havelock

Author: Andrew Rozendal

Agenda:

Purpose: Solidify the BCRBP report inventory

Agenda:

- Review EBW report list
- Determine the 3 reports that will go live with this project on 18 Dec
- Tentative report inventory from last meeting:
 - Daily Status Report (PDF)
 - Aged WIP Report (Cube)

Minutes:

- Review EBW report list
 - PDF Report EBW Daily Status Report Provides daily high level metrics for the EBW program
 - PDF Report DRF Discrepancy Report DRF Discrepancy Report for Customer-related discrepancies
 - No one on this call who used it for EBW
 - Lower priority for RBP
 - Cube EBW Application Summary General EBW Summary Cube
 - No one on this call who used it for EBW.
 - We should follow up with Sue Tung re EBW use - see Ric Pasquotti action item above
 - Cube EBW Financials Summary EBW Financials Summary of Credits and Refunds posted
 - We can add RBP to this report, make it DRF rather than EBW
 - Cube EBW Manual Adjudication Summary Summary for EBW application cases requiring manual adjudication.
 - This would be useful for this program
 - Could we include aging in here?
 - Cube EBW User Added Cases Report for listing EBW cases that are key-in applications. Used for call centre statistics.

- We probably don't need this for RBP, can use other reports to accomplish this metric
- Cube EBW Daily Task Management Summary Number of Manual Adjudication cases daily, by work queue
- Cube EBW Denial Reasons Denial reasons for denied EBW applications (In progress SQR)
- Ad Hoc (Search manager) EBW - Application Search Adjudication report for searching EBW Application to determine invalid applications and or fraudulent claims.
- Determine the 3 reports that will go live with this project on 18 Dec
 - Tentative report inventory from last meeting:
 - PDF Report EBW Daily Status Report Provides daily high level metrics for the EBW program
 - Additional metrics based on eligibility type (family (2 adult), individual, single parent)
 - Existing metrics were all useful
 - The regional breakdown table was too generic at the start (threshold too high)
 - Could look at setting lower to start with
 - Aged WIP reporting
 - Important requirement for this project
 - Divided into age (timeframe)
 - 30, 60, 90 (possibly additional date ranges due to volume)
 - Simple, at a glance information
 - We can use larger reports with views, input parameters to filter to find this information
 - Investigate whether this can be accomplished through cubes
 - Primary users: Francis, steering committee
 - People less familiar with Gentax reporting
 - Do not want a cube; want something that can be exported easily to excel
 - Reports required for this project
 - RBP Daily Status Report (PDF)
 - Similar format to the EBW version
 - Leave as PDF
 - For wide distribution
 - Aged WIP
 - Structure similar to RBP Workload report (columns)
 - Schedule
 - Automatically daily
 - Type
 - Ad hoc report (simple table) Easily export to spreadsheet
 - Audience
 - Internal use to manage the program
 - Columns
 - Workflows
 - Approvals
 - Denials
 - WIP
 - 30
 - 60
 - 90

- 120+
- Another option which allows us to answer how long its taking to approve, deny (averages)
 - 3 tables per workflow
 - Approval
 - < 30
 - 30
 - 60
 - 90
 - 120+
 - Denial
 - < 30
 - 30
 - 60
 - 90
 - 120+
 - WIP
 - Current
 - 30
 - 60
 - 90
 - 120+
 - **Proceed with multi table option**
- Purpose:
 - Know denials by workflow
 - Predict how long it will take staff to complete current tasks
- RBP Workload Status / Completed Inventory / Adjudication Summary
 - Name TBD
 - Schedule
 - Automatically daily
 - Type
 - Ad hoc report (simple table)
 - Audience
 - Internal use to manage the program
 - Purpose
 - Report that looks at how many cases have been (completed, assigned) over the course of the project and by whom
 - Break down by branch ITB or CTAB etc
 - Primary focus is on employee - one line item per employee
 - Table per branch with a summary row for all employees in that branch below
 - Columns for different counts
 - employee name
 - program area
 - Assigned

- Completed
- In progress
- Type of adjudication (fraud, multi bank account - based on the work queue)
 - Capture unassigned cases
- Looking at details since 18 Dec to run date
- Want more of a summary than the EBW manual Adjudication
- Need to be able to monitor trends over time including closed cases
- Trying to determine how long it will take us to complete at a given time
- More interested in the volumes instead of the specific case. We don't need to be able to drill into these specific cases

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
25-Nov-2020	Create report items in Delivery Workbench	Complete	Andrew Rozendal

Organization:

Project: BCRBP

Definition: Case

Item: 2020-12-01 - Recovery Benefit Adjudication case demo

Meeting Date: 01-Dec-2020

Attendees: Nathan Behrens, Alison Jones, Tabitha Bennett, Nanci Davies, Justin Farris, Bernice Nix, Olav Thyvold, James Campbell, Ovidiu Pescaru, Mark Gunther, Joe Masi, Francis Camilleri, Ric Pasquotti, Todd Wonderham, Jeffrey Krasnick, Alexandra Robinson, Josh Fagan, Travis Reaveley, Sarah Begin, Dianne L Thomas, Emily Sinex, Lara Gemmrich, Andrew Rozendal, Victoria Capitano, Megan Forest, Iain Havelock, Kristyn Girard, Shannon Murphy, Aron Horvath, Catherine Black, Jacqueline Roodbol, Catherine Watkins, Maria Kallrath, Mila Nikolich

Regrets:

Author: Brad Benoit

Agenda:

Demonstrate the adjudication case and external services tools for the BC Recovery Benefit.

Minutes:

Slice bbenoit 2

1. External Services: Search for... confirmation ^{s.21}

Point out that case is 0 before the web request is processed and that the case stage and status reflect that this is submitted but has not created a case yet (will update overnight)

2. External Services: Add Application - Going to fill out a case that will get auto approved but will show options

a) Show eligibility fields

- Applying as
- Household classification
- Applicant Eligibility
- Spouse Eligibility

b) Benefit Calculation

- Should be the same as eTax, show 0 first for both then add numbers to show partial
 - * Should we be using submitted numbers or should we override with T1 numbers if not exact match?

Confirmed we will use submitted numbers to avoid confused beneficiaries

c) Applicant Information

- Fill in names, show options for no DL and for name change
- Contact info
- Address

*No phone shouldn't be required this could come in from etax (also remove extension) - Brad todo

*Do not put review rule on email (instead put in second email field for confirmation)

d) Banking information same as eTax verifies Transit + Institution immediately account is numeric only

*Minimum value for bank account? - Researched and there are no limitations on minimum characters in a bank account number

e) Certification page - wording updated this morning - reminder to review all the wording - check box all errors are cleared, can save

3. Batch - Add Recovery Benefit stream, save, then run, explain that this should automatically stage everything as well as handle etax, reg case, and refunds/financials

4. Go back to case that we just completed

a) Auto approval staging

b) Registration case, there are no changes from EBW other than the program is different

c) Navigate to account then to period, show that we posted a credit and then issued a refund (all automatically) hence the balance is now \$0

5. Do another search for^{s.21} in external services

6. Navigate using normal search for the case created

a) Show validation tab is in error, caused User Review

b) Show validation rules that got caught

c) Navigate to attachments - find 2 - DL and POA, lets assume they look good but there is still 1 left to verify, temp resident

d) We'll assume for demo that we attempt to contact the applicant but are unable to.

e) Edit and mark as ineligible

f) Marked Generate Denial letter

* Only allow do not send if it is a duplicate application (hide otherwise)

g) Applicant could not be reached - Prompt for denial reasons, action item

h) Save and stage to ineligible closing case

i) Show Items - Letters - RBP Denial Pre-Payment

Any questions?

Some discussion around Duplicate applications, Etax will limit applications with a SIN, NAME + DOB match while key-in will warn a user but still allow the application to come in^{s.15; s.17}

s.15; s.17

Discussion around requiring attachments on eTax but decided against because it could be a barrier for less tech savvy applicants.



Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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Organization:

Project: BCRBP

Definition: Task Management

Item: BCRBP Task Management

Meeting Date: 09-Dec-2020

Attendees: Kristyn Girard, Shannon Murphy, Alison Jones, Tabitha Bennett, Aron Horvath, Ovidiu Pescaru, Josh Fagan, Nanci Davies, Alexandra Robinson, James Campbell, Megan Forest, Andrew Rozendal, Nathan Behrens, Brad Benoit, Victoria Capitano, Emily Sinex, Lara Gemmrich, Joe Masi, Francis Camilleri, Justin Farris, Darren Hamilton

Regrets: Catherine Black, Iain Havelock, Sarah Lise, Aleksandra Boissevain, Andrew Jensen, Sue Tung

Author: Kristyn Girard

Agenda:

Overview of Task Management: • Tasks – *A piece of work in the system. Some examples include a Work Item, Case etc.*

- Queues – *A basket for collecting similar tasks often worked by the same individuals or teams*
- Work Groups – *A team of individuals that share the same responsibilities within the system*

Agenda:

- Review the task list and outline which work groups will be responsible for each task
- Identify if any of the tasks listed need to be prioritized within these work groups

Minutes:

Action Items:

<u>Due Date</u>	<u>Action Description</u>	<u>Status</u>	<u>Responsible</u>
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FCR

SQR 24582: ITB - RBP - s.15; s.17

[Add Attachment](#) [Add Comment](#) [Send Email](#) [Export](#)

Source

Raised From : GenTax Prod Support

Raised By : James Campbell

Raised On : 31-Dec-2020

Site Version : Production

Attributes

Severity : Date Sensitive

Type : Change

Area : Audit

Reference ID :

Preferred By : 04-Jan-2021

Assignment

[Subscribe](#)

Contact : Alison Jones

Production Support BA :

Developer : Brad Benoit

Assigned To : Alison Jones

Closed

✓ Submitted ✓ Accepted ✓ Ready For Development ✓ Development ✓

Solutions

Solution	Version	Completed	Title	Projects
8636	BC V10	12-Jan-2021	s.15; s.17	BC_maRBP

SQR Documentation

James Campbell 04-Jan-2021 4 of 4 [IK](#) [<](#) [>](#) [>I](#) [↔](#) [Edit](#) [⋮](#)

SQR Definition

[Developer Summary](#)

[Developer Changes⁰](#)

[SQR Log](#)



Branch:

Business Area:

Income Taxation

Operations

Developer:

Brad Benoit

Production Support
Business Analyst:

Business Contact:

Alison Jones

Requirements / Summary



s.15; s.17

SQR 24583: ITB - RBP s.15; s.17s.15; s.17**(remove edit flag)**

Add Attachment Add Comment Send Email Export

Source

Raised From : GenTax Prod Support

Raised By : James Campbell

Raised On : 31-Dec-2020

Site Version : Production

Attributes

Severity : Date Sensitive

Type : Change

Area : Audit

Reference ID :

Preferred By : 04-Jan-2021

Assignment

Subscribe

Contact : Alison Jones

Production Support BA :

Developer : Brad Benoit

Assigned To : Alison Jones

Closed
☒ Submitted
 ☒ Accepted
 ☒ Ready For Development
 ☒ Development
 ☒
Solutions

Solution	Version	Completed	Title	Projects
8636	BC V10	12-Jan-2021	<small>s.15; s.17</small>	BC_maRBP

SQR Documentation

James Campbell 04-Jan-2021 4 of 4



Edit

**SQR Definition**

Developer Summary

Developer Changes ⁰

SQR Log



Branch:

Income Taxation

Business Area:

Operations

Developer:

Brad Benoit

Production Support

Business Analyst:

Business Contact:

Alison Jones

Requirements / Summary



s.15; s.17

Adjudication Tab

<input type="radio"/> Eligibility	<input type="radio"/> Benefit Calculation	<input type="radio"/> Applicant Information	<input type="radio"/> Banking Information	<input type="radio"/> Certification	<input checked="" type="radio"/> Adjudication
Application Date 02-Dec-2020		Source Key-In			
<input type="checkbox"/> Needs Manual Review					

You have the option to stop an application from auto-processing overnight if you feel that there is some issue with the application. Or you may have accepted a duplicate application and need to provide additional information to the adjudicator who will be handling the application.

This tab allows you to set the case to be manually reviewed and gives you a place to make your notes. **All** manual review requests **must** contain an explanatory note.

- Click on the 'Needs Manual Review' hyperlink in the box
- Add your note in the 'Notes for Adjudicator' yellow field

<input type="radio"/> Eligibility	<input type="radio"/> Benefit Calculation	<input type="radio"/> Applicant Information	<input type="radio"/> Banking Information	<input type="radio"/> Certification	<input checked="" type="radio"/> Adjudication
Application Date 02-Dec-2020		Source Key-In			
<input checked="" type="checkbox"/> Needs Manual Review					
Notes for Adjudicator <i>Required</i>					

Organization:

Project: BCRBP

Definition: Case

Item: 2020-11-18 Adjudication requirements

Meeting Date: 19-Nov-2020

Minutes:

Validation rules A case will stop for manual review if:
s.15; s.17

T1 validation SIN, DOB, and name validation will be done similarly to EBW.

The T1 data matching validation will check application data against 2019 T1 data and will step through the following checks:

1. Primary SIN/TTN

s.15; s.17

2. Surname/Given name

s.15; s.17

3. Date of birth

s.15; s.17

For households, spouse SIN, surname, given name, date of birth, and net income will also be matched against T1 data using the same validation rules.

Validation will also fail if:

s.15; s.17

The applicant can use the attachment web service to add documentation to the adjudication case or request changes. The attachment web request will create a correspondence imaging case that can be associated to the adjudication case. If there is an associated correspondence imaging case, the adjudication case will stop for manual review.

In addition to the attachment web service, applicants can email the support email or call in to request changes.

If an applicant submits a subsequent application, it will be stopped for manual review due to duplicate SIN.
Other notes

The marital status change date will not be used for any systematic validation checks; it is informational for users when a case needs to be reviewed.

Dependent info will be verified against 2019 T1 data. s.15; s.17
s.15; s.17

When registering the applicant, the spouse does not need to be registers also.

Validation Rules Requirement Document

A case will stop for manual review if:

s.15; s.17

T1 validation

SIN, DOB, and name validation will be done similarly to EBW.

The T1 data matching validation will check application data against 2019 T1 data and will step through the following checks:

1. Primary SIN/TTN
s.15; s.17
2. Surname/Given name
s.15; s.17

3. Date of birth
s.15; s.17

s.15; s.17

Validation will also fail if:

s.15; s.17

Additional spouse validation

In additional to the above validation steps, for households: spouse SIN, surname, given name, date of birth, and net income will also be matched against T1 data using the same validation rules. s.15; s.17

s.15; s.17

Additional dependent validation

In addition to the above validation steps, if a single applicant claims a dependent, that will be checked against the 2019 T1 data. s.15; s.17

s.15; s.17

Analytics Monitoring and Reporting – BC Recovery Benefit

Updated: December 14, 2020



Ministry of
Finance

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Analytics Monitoring and Reporting – BC Recovery Benefit

s.13

Program risks can be reduced through near-time analytical monitoring of applications and payments, and timely review and follow-up of abnormalities.

3CMB analytics monitoring and reporting acts as a last line of defence to mitigate both external and internal risks, and support better program outcomes. The costs of an effective analytics monitoring and reporting function are far less than the costs of response or remediation to fraud incidents or financial risks.

s.13

Background

The BC Recovery Benefit Grant (BCRB) program opens for applications on December 18, 2020 and closes June 30, 2021. It provides:

- \$1,000 for eligible families and single parents with a net income of up to \$125,000 and a reduced benefit for those with a net income of up to \$175,000; or
- \$500 for eligible individuals with a net income of up to \$62,500 and a reduced benefit for those with a net income of up to \$87,500.

The Ministry of Finance, Revenue Division, Income Tax Branch (ITB) is responsible for delivering the BCRB. They will use existing IT applications and payment processes, supported by custom workflows, to adjudicate and issue payments to eligible applicants. See Appendix A for eligibility criteria.

ITB is expecting to process 1.5 million payments in the first week with an estimated \$1.7 billion total payments expected over the life of the program.

OCG is supporting program delivery in a number of ways: Corporate Accounting Services (CAS) worked with ITB to design and implemented a process to accommodate the very high volume of payments; Financial Management Branch (FMB) worked with ITB on core policy considerations and securing approval for block supplier use; Internal Audit and Advisory Services (IAAS) prepared a financial risk and controls review of the program to identify risks and document key controls around the program and payments; and 3CMB worked with ITB and Provincial Treasury to develop a near real-time payment compliance monitoring and indicative risk identification and reporting process.

Much of the information 3CMB gathered for this program was derived from IAAS's Financial Risk and Controls Review (FRCR) over the program, 3CMB's experience from BC Emergency Benefit for Workers program (BCEBW) and discussions and information from ITB, Provisional Treasury (PT) and CAS staff. See Appendix B for IAAS's FRCR.

Program Risks

s.13

Program risks can be reduced through near-time analytical monitoring of applications and payments, and timely review and follow-up of abnormalities by ITB.

Post-payment confirmation and validation through timely applicant notifications, risk-based auditing of the program by ITB, and robust recovery mechanisms reduce program risks.

In summary, transactional risks identified are either logic or data error risks, or fraud or misappropriation risks and tested as such.

Analytics Monitoring

In response to the program risks, 3CMB will implement daily analytic tests and reporting over applications approved for payment by ITB. These tests will assess for:

Logic or Error Tests

- 1) Incomplete s.17 data fields such as:
 - a. s.17
 - b.
 - c.
- 2) s.17 payments
- 3) s.17 payments
- 4) Payments that do not have a s.17
- 5) s.17 payments included

Indicative Fraud Tests

- 6) s.17 payments to the s.17
 - a. s.17
 - b.
 - c.
 - d.
- 7) Payments to s.17
- 8) Payments to
- 9) Payments to
- 10) Payments s.17 to s.17 for:
 - a. s.17
 - b.
- 11) Payments to potentially ineligible BC Public Service employees s.17 s.17

3CMB tests will run after s.17
scheduled for s.17

Payment files are currently
that will also have a file.

Analytic test results are expected to be available within s.17
payment file.

3CMB can s.17
course of the program, s.17
s.17

We expect that over the

Reporting

3CMB will use a near-time multifaceted reporting processes for the duration of the program. These reports are summarised below.

- s.17 Results and Reporting
- Tier 1 instance: 3CMB cannot explain or comprehend the results and needs information from ITB to perform further analysis or assess the outcome. s.17
s.17
 - Tier 2 instance: 3CMB identifies a risk or issue that requires s.17
s.17
s.17 Notification would go to the Comptroller General (CG) and Chief Financial Officer (CFO).
- s.17 Results and Reporting to Comptroller General, ITB and PT
- Compilation of s.17 test results
 - Log of open and closed tier 1 and 2 instances
 - Analytics tests change log
 - s.17
- s.17 Results and Reporting to Comptroller General and Chief Financial Officer
- Compilation of test results to date, s.17 as part
of regular s.17
s.17
 - Reporting dates are s.17
- Post-program Reporting to Comptroller General
- Comprehensive results report including analysis, assessment, and comparison to s.17 and other available data sets or programs
 - Includes a response from ITB
 - Includes 3CMB lessons learned
 - Anticipated for September 2021 when the program and payments are complete

Appendix A – Program Eligibility Criteria

Program criteria can also be seen here:

[BC Recovery Benefit - Province of British Columbia \(gov.bc.ca\)](https://gov.bc.ca)

General Criteria

- *Residing in British Columbia on December 18, 2020*
- *At least 19 years old on December 18, 2020*
- *Filed a 2019 Canadian personal income tax return*
- *Have a valid social insurance number, individual tax number or temporary tax number*

Specific Criteria

Income/Tax return

- *If you were required to file a 2019 Canadian personal income tax return, but have not done so yet, you must file a 2019 return before applying for the benefit.*
- *If you were not required to file a 2019 Canadian personal income tax return because you earned less than \$12,200 and met other criteria exempting you, you'll still need to file a 2019 return before applying for the benefit.*
- *If your spouse or common-law partner on December 18, 2020 was not required to file a 2019 Canadian personal income tax return you can still apply for the family benefit without their return if:*
 - *You have filed your 2019 Canadian personal income tax return and reported you were married to or in a common-law relationship with the same person, and*
 - *You claimed the spouse or common-law partner amount on line 30300 of your 2019 Canadian personal income tax return*
- *If you're not required to file a 2019 Canadian personal income tax return because you became resident in Canada for tax purposes during 2020, you can still apply for the benefit. You will be required to include your income from all sources for 2019.*
 - *All amounts must be converted into Canadian dollars using the Bank of Canada exchange rate in effect when you received the income*
 - *We will require documentation to support your income*
- *If you're on income or disability assistance you can apply for the recovery benefit.*
- *If you have not filed your 2019 tax return or don't have a bank account, a modified application will be available in the new year to help you apply for and receive the benefit.*
- *If you or your spouse or common-law partner became bankrupt in 2019, the amount of the benefit you're eligible for is based on the total of your pre- and post-bankruptcy income.*
 - *When applying for the benefit, enter the total of the lines 23600 from the pre- and post-bankruptcy returns.*

Family vs Individual

- *If you're a B.C. resident but your spouse is not, you can only apply for the individual benefit.*
- *If you're the principal caregiver of at least one child, you can apply for the single parent benefit. You're considered the principal caregiver if you have primary responsibility for the child most of the time.*
- *If you are living apart from your spouse or common-law partner for a period of at least 90 days because of a breakdown in the relationship and you have not reconciled, you are considered separated for the purpose of the benefit.*
- *If you're separated and have shared custody of your child or children, each parent can apply for the individual benefit.*
- *If you were confined to a prison or similar institution for a period of 90 days or longer that includes December 18, 2020, you're not eligible for the benefit.*
- *A deceased individual's estate can apply for the individual benefit if the individual was alive on December 18, 2020.*
- *If you were married or in a common-law relationship on December 18, 2020 and your partner has since died, you can still apply for the family benefit instead of the individual benefit.*

Age

- *If you're under 19 and live with a spouse or common-law partner, you can apply for the family benefit.*
- *If you're under 19 and are the principal caregiver to at least one child, you can apply for the single parent benefit. You're considered the principal caregiver if you have primary responsibility for the child most of the time.*

Appendix B – FRCR prepared by IAAS

Attached as separate document

**BC Recovery Benefits
Preliminary Observations – Final
December 7, 2020**

Purpose:

Internal Audit & Advisory Services (IAAS) was asked to review the risks and controls surrounding the new BC Recovery Benefit Payments (BCRB) with the Ministry of Finance (Ministry) to identify risks and document key controls that are applicable to the financial system and processes being implemented for the BCRB. The BCRB program is administered by the Revenue Division in the Ministry. The planned go-live date is December 18, 2020 to begin processing payments for applicants.

IAAS' review was conducted and includes our understanding of controls in place as of December 7, 2020.

Work and Scope Limitations:

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The scope of IAAS's work focused on identifying risks and documenting key controls related to the new system/process and providing advice to the Ministry on controls to implement. IAAS documented the key risks and controls related to the payments process and the controls are subject to a later review to confirm this information. The Ministry should reassess the validity of these controls and ensure their effectiveness after the implementation. We identified both business process controls and general computer controls primarily in the following areas:

- Access Controls
- Policy and Procedures
- Application controls related to the payments process in TACS
- Interface to CAS Financials System
- Reconciliation to CAS Financials System
- Management Trail/Compliance

IAAS also identified any other key controls deemed relevant to the application review and payments process in TACS.

Our work leveraged previous financial control review work conducted on the Emergency Benefits for Workers payment process and therefore, IAAS' review focused on new/incremental controls and changes specifically for the BCRB process. IAAS' work included identifying risks, documenting key controls, and advising on recommendations. IAAS did not test the operating effectiveness of controls and findings are **based on interviews only**. The identified risks and controls are subject to a later review to confirm this information and to test operating effectiveness.

**BC Recovery Benefits
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Risk Background

An internal control environment is meant to be a network of controls that work together to reduce the risk of errors, omissions, or fraud and protect the integrity of the process.

To support families and individuals during COVID-19, there has been a large increase in benefit programs like the BC Recovery Benefit during COVID-19 to support families and individuals. With this increase in benefit programs, they have been the target for fraud. For example:

- In Australia, the government estimates identity theft is up 55% and increasing due to COVID-19.
- In Ontario, there has been alleged fraud of at least \$11 million of COVID-19 related benefits through exploiting control deficiencies in the IT application. This alleged fraud was perpetrated by internal staff and involved creating fictitious applicants and dependents.
- The Federal government's CERB program has identified over \$440 million in overpayments due to error. On top of that, they have set up a tip line for suspected fraud and have identified over 3,000 cases as of November 2020, just from the tip line. CRA has received another 11,200 tips for ineligible payments.
- In California, State investigators have so far identified \$400 million paid on some 21,000 unemployment benefit claims improperly filed in the names of California prison inmates. The vast majority of fraudulent claims in the prisons involve the new federal Pandemic Unemployment Assistance program, which allowed self-certification of eligibility to expedite benefits. New security measures adopted by the state in September were followed by a significant drop in Pandemic Unemployment Assistance claims.

Authenticating an applicant's identity is a key aspect to reduce the risk of payment errors or fraud. The Organisation for Economic Co-operation and Development notes that fraud risks occur at the applicant registration phase of the process and is often perpetrated using stolen identities to obtain the benefits. To authenticate identity, an applicant is to provide documentation from multiple sources.

When applicants apply for the BC Recovery Benefit, Revenue Division will verify information such as SIN, net income, and marital status against 2019 T1 tax data, however, this information is retained by businesses involved in tax filings and therefore, may be more susceptible to security breaches. In addition,^{s.15}

s.15

As a

result, there can be instances where payment would be made to fraudulent applicants without manual adjudication.

Without appropriate identity authentication, there is a risk of fraudulent applicants applying and being paid prior to eligible applicants. Even with controls to identify duplicate applicants and payments, identity verification is a key aspect to reduce fraud. The Revenue Division is anticipating an estimated 2.5 million applications and up to \$1.7 billion in payments for the BC Recovery Benefit. While individual payments will all be \$1,000 or less, given the size and magnitude of the program, and speed of the IT application development and implementation, there is a risk that financial controls may not adequately reduce the risk of errors, omissions, or fraud.

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Ensuring appropriate IT application and system controls are in place is key in reducing the risk of errors, omissions, or fraud. To develop a strong control environment, it is important to have controls that:

- authenticate applicants' identity,
- ensure eligibility criteria are verified, and
- reduce the risk of internal employees causing errors or fraud (whether intentionally or unintentionally).

As an example, the Canadian Emergency Response Benefit (CERB) generally relied upon applicant's self-declaring their eligibility, however, used processes to authenticate the applicant's identity (i.e. applicants were required to sign into the application portal through established authentication methods:

- CRA account,
- bank account, or
- BC Services Card

A standard authentication tool used by the Province of BC is the BC Services Card. BC Services Card is a trusted digital identity credential used by the Province of BC to enable safe, secure, and privacy-enhancing access to multiple government online and in-person services. BC citizens complete a one-time verification to set up their digital identity and can be done online via the government's Verity by Video services. To date, approximately 4.7 million BC citizens have been issued a physical BC Services Card.

The Revenue Division is planning to implement controls that will address many of these risk considerations. IAAS has identified additional controls that **are needed to** help reduce the risk of inappropriate claims through **error, omissions, or fraud** and supplement the controls already identified by Revenue Division.

IAAS' review attempted to address the significant risks of error, omission and fraud without impacting the timelines or burden on the applicant or Revenue Division processes in order to ensure payments are made to applicants in this time of need. Below is a table that outlines the key risks that have been identified for the BC Recovery Benefit, key controls that are planned to be in place and recommendations to address the identified gaps in controls.



Stephen Ward, CPA, CA, CIA
Executive Director
Internal Audit & Advisory Services
Ministry of Finance

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Risk 1: Identify Verification

Preliminary Observation

Identity verification prior to paying an applicant is a key risk that can result in error or fraud. Best practice for identity verification is to request verifying documents from two separate sources. For the BC Recovery Benefit, this can mean identity documents from both the federal and provincial government.

Revenue Division will be requiring applicants to submit information on their 2019 BC tax returns, including net income, spousal information, and date of birth, as well as SIN and residency information. The TACS system will check this information against the 2019 BC tax data, except current residency. If all relevant income and marital status information submitted by applicants matches the 2019 BC tax data, TACS will process the payment without manual adjudication or bank account owner verification. While these checks will verify and flag inconsistencies for manual adjudication, the information being provided is often retained by businesses involved in tax filings and can be more susceptible to security breaches. There is a risk that this information could be inappropriately obtained and used to impersonate a citizen.

Revenue Division has included an optional field in eTaxBC for applicants to input their BC driver's license number. Other documentation that all BC residents would likely have, such as a BC Services Card is not planned to be requested.

Requiring applicants to input either their BC Services Card or BC Driver's License number will help verify an applicants' identity as all BC residents should have either a BC Services Card or BC Driver's License number and this identification is obtained from a different source than tax information/SIN (i.e. Provincial Government). As well, it would act as a deterrent for fraudulent applicants as it would be more difficult to obtain information from both sources.

Revenue Division identified that they do not have the information available to verify either a BC driver's license or BC Services Card. However, there is value in applicants inputting this basic information upfront to help verify their identity as well as act as a deterrent for potential fraud attempts.

s.15; s.17

<u>Key Risk:</u>	<u>Current Mitigation Strategies:</u>	<u>IAAS Recommendation:</u>	<u>TACS/eTaxBC System Limitations:</u>	<u>Other Considerations:</u>
There is an inherent risk of error or inappropriate applications in eTaxBC. It is more difficult for someone committing fraud to have both an individual's SIN and BC Services Card/BC Driver's License as they are provided by different levels of government. Therefore, by requesting both, this is a deterrent for fraud.	Revenue Division is requesting and verifying income tax information, marital status, and SIN. Also, Revenue Division will flag duplicate SINs and bank accounts for manual adjudication.	Revenue Division must require all applicants to input their Driver's License/BC Services Card Number when submitting their application. Applicants who do not have a BC Services Card or BC Driver's License should be required to select N/A, which should flag for manual adjudication. By selecting N/A, this would not result in additional manual adjudications as applicants new to BC in 2020 would already be flagged for adjudication as they would not have filed their 2019 BC tax return. If an applicant does not have a BC Driver's License or BC Services Card number, they should have an option to submit alternative documentation, in line with Revenue Division's approved list, to prove their identity. Requesting this information upfront would reduce the timeframe required for manual adjudication as will reduce the timelines to get information.	If Revenue Division cannot conduct pre-payment verification for the BC Driver's License/BC Services Card number, Revenue Division should work with 3CMB to set up a near-time review of the BC Driver's License/BC Services Card number for duplicates and whether these numbers match with the name attached.	s.15; s.17

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Risk 2: Bank Account Ownership Validation				
Preliminary Observation Revenue Division will be requesting applicants to submit their bank account information through eTaxBC and have added an additional control for BCRB to implement an algorithm used by Provincial Treasury that will check that a bank account number entered would reasonable exist (i.e. checking the digits/format of the entered number). The bank account information will be checked against 7 major banks and credit unions.				
s.15 This increases the risk of inappropriate payments being made to ineligible/fraudulent applicants.				
Key Risk: s.15	Current Mitigation Strategies: Revenue Division has inputted a control to check whether a bank account number exists for major banks and credit unions. s.15	IAAS Recommendation: See recommendation under Risk #1 – Identity Verification.	TACS/eTaxBC System Limitations: s.15 s.15 it is important to verify an applicant's identity as a primary control to reduce the risk of fraud.	Other Considerations: See Other Consideration under Risk #1 – Identity Verification
Risk 3: Duplicate Addresses				
Preliminary Observation: s.15 s.15 . As this is a family benefit, there is an increased risk as it is reasonable to expect less applicants per address. This still is a potential fraud risk where someone may attempt to submit multiple applications from a single address.s.15 based on the risk. IAAS recognizes that the risk is limited due to other checks (e.g. income, SIN, etc.).s.15				
Key Risk: s.15 s.15 The instances of higher repeated addresses primarily related to rural community mailboxes or shared worker housing throughout the Province.	Current Mitigation Strategies: Revenue Division will also be verifying other key information in TACS such as duplicate SIN, net income, and marital status. Therefore, fraud attempts would require other verifiable information from applicants.	IAAS Recommendation: Revenue Division should request that 3CMB conduct periodic near-time review of duplicate addresses to assess whether inappropriate applications are being submitted. 3CMB can exclude instances such as rural mailboxes or rooming houses and forward only unusual instances to Revenue Division for follow up. This will assist Revenue Division in monitoring for potentially inappropriate application while not pushing claims to manual adjudication.	TACS/eTaxBC System Limitations: N/A	Other Considerations: N/A

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Risk 4: Upfront Documentation

<p>Preliminary Observation: The Revenue Division is not intending to require documentation upfront from all applicants to verify their identity, income, or residency. Revenue Division identified that eTaxBC will indicate to applicants when questions are answered that may trigger manual adjudication, s.15; s.17</p> <p>s.15; s.17</p> <p>Other Considerations: s.15; s.17</p>				
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<p>Key Risk: s.15; s.17</p>	<p>Current Mitigation Strategies: s.15; s.17</p>	<p>IAAS Recommendation: s.15; s.17</p>	<p>TACS/eTaxBC System Limitations: N/A</p>	<p>Other Considerations: s.15; s.17</p>
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Risk 5: Residency Verification During Manual Adjudication

<p>Preliminary Observation: The Revenue Division has an established list of documents that adjudicators would request from applicants for residency when following up on applications flagged for manual adjudication. The list includes some documents that would not necessarily prove current residency in BC. (e.g. Notice of Assessment from 2019, house insurance or renewal dated before the eligibility date)</p>				
<p>Key Risk: There is a risk that applicants could provide supporting documentation that would not prove current residency.</p>	<p>Current Mitigation Strategies: Revenue Division has shortened the list of documents that would prove current residency. As well, Revenue Division confirmed that staff will request two verifying documents to prove residency during manual adjudication.</p>	<p>IAAS Recommendation: N/A – Mitigation strategy adequately addresses risk.</p>	<p>TACS/eTaxBC System Limitations: N/A</p>	<p>Other Considerations: N/A</p>

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Risk 7: Claiming Dependents

Preliminary Observation:

When claiming a dependent, a policy decision was made by Revenue Division that an applicant is only required to submit a single dependent to claim the family benefit, even if the family has multiple dependents. An applicant will be required to input a dependent's name and date of birth.

Revenue Division intends to check dependent information against the Canada Child Benefit. This will help verify whether the dependent provided by the applicant is eligible for the BC Recovery Benefit.

When parents have shared custody of a child, there are instances where neither parent can claim the child as a dependent. The tax information being verified against may not flag instances where both parents claim the child as a dependent in the application for the BC Recovery Benefit. There is an inherent risk of applicants incorrectly inputting dependent information as they may not identify upfront that the requirement is to only submit for dependents in which they have claimed as a dependent for tax purposes.

s.15; s.17

<u>Key Risk:</u> There is a risk that applicants may claim a dependent that is not eligible for the benefit in cases where parents have shared custody of a dependent.	<u>Current Mitigation Strategies:</u> Revenue Division will be verifying some dependent's data against the Canada Child Benefit, which will identify parents who have claimed the dependent.	<u>IAAS Recommendation:</u> s.15; s.17	<u>TACS/eTaxBC System Limitations:</u> N/A	<u>Other Considerations:</u> N/A
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Risk 8: Claiming Dependents – Children in Care

Preliminary Observation:

To claim a child as a dependent for tax purposes, they are required to be living with the parent. While this is a risk, it is considered a relatively low risk in terms of magnitude of instances. However, IAAS has flagged this risk for Revenue Division to consider the impact and whether controls or post-payment reviews should be considered.

<u>Key Risk:</u> There is a risk that children in care of the Province may be claimed as a dependent by their parents.	<u>Current Mitigation Strategies:</u> See mitigation for "Claiming Dependents" #6 above.	<u>IAAS Recommendation:</u> s.15; s.17	<u>TACS/eTaxBC System Limitations:</u> N/A	<u>Other Considerations:</u> N/A
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Risk 6: Duplicate SINS Flagged for Fraud during EBW

Preliminary Observation: Revenue Division intends to check for duplicate bank accounts that were flagged for fraud during the EBW program for the BC Recovery Benefit.s. 15				
Key Risk: There is a risk that individuals trying to commit fraud will reuse the SIN information during EBW to receive payment for the BC Recovery Benefit. In instances where the fraudulent applicant applies prior to the eligible applicant, there is a risk of inappropriate payment.	Current Mitigation Strategies: For the BC Recovery Benefit, the fraudulent applicant would also require income information, which was not required for EBW. Therefore, this may mitigate some instances of fraud.	IAAS Recommendation: Where actual fraud was identified during EBW, Revenue Division must flag these duplicate SINS for manual adjudication.	TACS/eTaxBC System Limitations: N/A	Other Considerations: N/A

Risk 9: Post Payment Reviews

Preliminary Observation: s.17 Prior to the completion of the system build, Revenue Division should start considering what the post-payment review may include.				
Key Risk: There is a risk that post-payment reviews will not be conducted timely resulting in difficulty in collecting inappropriate payments from applicants.	Current Mitigation Strategies: Revenue Division plans to work with 3CMB for a post-payment review.	IAAS Recommendation: The Revenue Division must develop a post-payment review plan and set a date for a post- payment review of the Recovery Benefit. The review should include some near-time review of payments for high risk areas. s.17	TACS/eTaxBC System Limitations: Revenue Division should work with 3CMB to help identify existing information in TACS that could be used for the post-payment review.	Other Considerations: N/A

Risk 10: Formal Process for Financial Control Changes

Preliminary Observation: s.15; s.17				
Key Risk: Financial controls could be changed that could result in errors, omissions, or fraud. This can have an impact on the integrity of the system controls or government financial reporting.	Current Mitigation Strategies: N/A	IAAS Recommendation: For changes to the financial control environment, Revenue Division must inform the Comptroller General of these changes during the planning stage to ensure the changes in risk are properly identified, assessed and appropriate mitigation strategies are implemented.	TACS/eTaxBC System Limitations: N/A	Other Considerations: N/A

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Risk 11: Adjudication Staff Training				
<p>Preliminary Observation: Revenue Division plans to utilize staff from the Consumer Taxation Audit Branch, Income Tax Branch, and Oil & Gas Revenue Branch for processing manual adjudications. These employees would have experience with TACS through other tax programs in their respective branches. However, some were not involved in the Emergency Benefits for Workers program, so may not have training on the key processes and expectations for manual adjudication.</p> <p>Revenue Division plans to provide training to employees involved with the BC Recovery Benefit.</p> <p>Employees Adjudicating Own/Family Applications TACS does not have the capability of limiting staff access from approving their own/family applications. While this is a risk, due to the automatic assignment workstream process in TACS and number of employees involved in the adjudication process, the risk is lowered that employees would adjudicate their own/family applications. However, Revenue Division should incorporate the requirement of employees to not review their own or family members application into its planned training and standard of conduct.</p>				
<p>Key Risk: There is a risk that adjudication staff may not receive adequate training prior to the program going live.</p> <p>There is a risk that adjudication staff may review their own or their family's applications resulting in a conflict of interest.</p>	<p>Current Mitigation Strategies: Adjudication staff have experience in using TACS in their branches.</p>	<p>IAAS Recommendation: Revenue Division should ensure that training is provided to all staff prior to the program go-live date of December 18, 2020. As this program has more complex eligibility requirements than EBW, it is important to ensure that allowable verification documents are standardized and incorporated into training.</p> <p>Revenue Division should require adjudication staff to sign off on a standard of conduct that they will not review their own or any family member's application.</p> <p>While Revenue Division employees are required to annually sign off on the Oath and Standard of Conduct, in this instance, adding an extra attestation will reduce the risk of conflict of interest.</p>	<p>TACS/eTaxBC System Limitations: TACS does not have the capability to limit staff access for approving their own/family applications.</p>	<p>Other Considerations: N/A</p>
Risk 12: Secondary Review of High-Risk Manual Adjudications				
<p>Preliminary Observation: Revenue Division staff will be reviewing the applications flagged for manual adjudication. There is currently no supervisory or peer review process for manual adjudications. There are some business rules with a higher risk of fraud that will be flagged for manual adjudication s.15 s.15; s.17 . However, Revenue Division is not intending to require separate review.</p>				
<p>Key Risk: There is a risk that fraudulent payments may be processed by Revenue Division staff (either intentionally or unintentionally).</p> <p>In addition, by identifying potential instances of error or fraud early, this can help with timely recovery efforts. Or, in instances of fraud, can limit the impact and magnitude.</p>	<p>Current Mitigation Strategies: Revenue Division plans to provide training to adjudication staff on manual adjudications, including highlighting the importance of identifying and reporting suspected fraud attempts.</p>	<p>IAAS Recommendation: Revenue Division should consider requiring timely, ongoing supervisory or peer review for a sample of manual adjudications, with an emphasis on high risk cases (e.g. duplicate SINs).</p>	<p>TACS/eTaxBC System Limitations: s.15; s.17</p>	<p>Other Considerations: N/A</p>

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Risk 13: Reconciliation between Provincial Treasury System, Corporate Financial System, and TACS

Preliminary Observation:

Regular reconciliations between TACS, CFS and Provincial Treasury's system is an important financial control in any payment process.

On a daily basis, payment information between TACS and CFS was generated and provided to CAS, 3CMB, and Corporate Services (including total records processed and paid, total dollars received, paid, and rejected for the previous day). Monthly reconciliations were conducted between CFS and TACS. However, no one party was responsible for ensuring all reconciliations (between TACS, CFS and the PT System) were conducted. IAAS recognizes that the reconciliations would require involvement from other divisions in Ministry of Finance (e.g. Corporate Services, Provincial Treasury, Corporate Accounting Services).

s.15; s.17
purposes. s.15; s.17

timely reconciliations will help identify incorrect payments being made to applicants and will ensure accurate records for financial reporting

<p>Key Risk: s.15; s.17</p>	<p>Current Mitigation Strategies: N/A</p>	<p>IAAS Recommendation: Revenue Division must ensure daily and weekly reconciliations between TACS, CFS, and Provincial Treasury's payment system are conducted to confirm payments processed and reversed. These payment reconciliations should be conducted by staff outside of Revenue Division to allow for segregation of duties.</p> <ul style="list-style-type: none"> For daily reconciliations, the Revenue Division should confirm the total record count and total daily payment amount per nightly batch. For weekly reconciliations, the Revenue Division should confirm the payments made as well as any payment reversals. <p>Corporate Services Division should ensure responsibility for the reconciliations are assigned to the appropriate division and are completed as required.</p> <p>These reconciliations should start December 21, 2020.</p>	<p>TACS/eTaxBC System Limitations: Revenue Division will be required to:</p> <ul style="list-style-type: none"> coordinate the reconciliations with Corporate Accounting Services, Corporate Services, and Provincial Treasury; receive confirmation that these reconciliations have been conducted when required. 	<p>Other Considerations: For future payment programs, these reconciliations should be conducted, and frequency should be considered based on the risk/volume of payments.</p>
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Risk 14: Individuals on Income Assistance

Preliminary Observation:

Revenue Division identified that individuals on income assistance will be eligible for the BC Recovery Benefit.

IAAS understands there are still decisions to be made on how applications for individuals on income assistance will be reviewed and processed.

<p>Key Risk: Depending on the decisions for processing income assistance applicants, there is a risk that applicant review, and approval may follow a different process than other applicants.</p>	<p>Current Mitigation Strategies: N/A</p>	<p>IAAS Recommendation: Revenue Division should inform the Comptroller General of any changes related to applicants on income assistance.</p> <p>Revenue Division should conduct a separate financial risk and controls review on any expansion of the BC Recovery Benefit program.</p>	<p>TACS/eTaxBC System Limitations: N/A</p>	<p>Other Considerations: N/A</p>
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