

GOVERNMENT COMMUNICATIONS AND PUBLIC ENGAGEMENT BRIEFING NOTE FOR DECISION

Date: January 31, 2023

PREPARED FOR: Marie Della Mattia, Deputy Minister, Government Communications and Public Engagement

ISSUE:

Seeking Deputy Minister approval to write-off an s.22 salary overpayment for s.22, GCPE s.22

BACKGROUND:

- In October 2021, GCPE submitted s.22 package to TELUS Employer Solutions (TES). The package contained correct information and dates.
- Due to TES entry error, s.22 form was not processed in full in January 2022, and not corrected until April 29, 2022. As a result
 - s.22 was overpaid s.22,
 - Overpayment amount was s.22
- On August 31, 2022, TES notified s.22 of the overpayment. The four-month lag between the overpayment occurring and notifying s.22 s.22
- On September 1, 2022, s.22 responded and requested further information to better understand the situation.
- On September 13, 2022, TES sent requested information to s.22 did not respond immediately because s.22 was trying to figure it out with PSA. However, PSA did not respond.
- On Oct 26, 2022, TES notified s.22 that they were forwarding information to TES Payroll Accounting.
- On November 16, 2022, TES Accounting sent overpayment letter to s.22 with December 7 deadline to repay all of the s.22
- On November 21, 2022, s.22 called the Contact Center stating s.22

- On November 21, 2022, Megan Harris, GCPE ADM, and Chelsea Blyth, GCPE HR Manager, started to escalate this situation as s.22
s.22 However, TES did not respond. PSA Payroll replied to Chelsea that all paperwork at their end was filed correctly, so the issue had to be dealt with TES.
- On November 30, 2022, Megan escalated this issue to PSA directly, but she did not receive a response.
- On December 2, 2022, Megan emailed Deb Godfrey.
- On December 2, 2022, s.22 from TES Payroll connected with Chelsea. The overpayment recovery was paused.
- PSA scheduled a follow-up meeting with s.22 in early January 2023.

DISCUSSION:

Situation

- The cause of the overpayment was TES human error.
- s.22 I
- TES client service did not provide prompt and appropriate support to s.22 .
- TES set up overpayment recovery in November without s.22 approval.
- PSA Payroll was unresponsive to GCPE SHR's request to discuss.

s.22

Financial Policy for Write-off

- Section 7.2.22 of Core Policy & Procedures Manual (CPPM) requires that "ministries must immediately inform employees of any salary or other overpayments and attempt to establish a mutually agreeable schedule for full repayment. The repayment schedule must be signed off by the ministry and the employee..."

This policy was not properly followed in this situation.

- Section 7.2.26 of CPPM outlines the write-offs of uncollectible debts or obligations:
 - Only those debts or obligations for which all appropriate collection action has been taken can be considered for write-off.
 - Write-off submissions must include all relevant information (any information the ministry possesses relevant to the debt or obligation and its collectability).
 - Debts where, in the view of the creditor ministry, further expenses to collect are not justified in relation to the amount of the debt and the possibility of collection.
 - Debts where liability has not been admitted by the debtor and where the success of proceedings to collect is unlikely.
 - Debts where the existence of an enforceable debt due to the Crown cannot be readily established (that is, where records have been lost or destroyed and the ministry is unable to prove receipt of services by the debtor).
 - All write-off submissions must include details of the collection action taken, the budget impact, the debtor's financial status if relevant, and why further collection action is not possible or practical.
 - The chief financial officer of a ministry is responsible for authorizing the write-off of ministry debt or obligations of \$5,000 or less.

- Officers must maintain adequate records of any amounts that they have written-off.
- When authority has been received to write-off a debt or obligation, the debt or obligation must be transferred from the ministry accounts to a reference file of "debts written off", where it must remain until paid, extinguished, or remitted (pursuant to section 18 or 19 of the Financial Administration Act or by another enactment).
- Annually, ministries must submit statements of debts written-off during the fiscal year, together with supporting authorizations, to Financial Reporting and Advisory Services, OCG, for Public Accounts reporting purposes.

Given that multiple government offices/staff and the payroll contractor are involved in this situation, further time and effort in collecting the amount of the debt may not be justified.

CFO RECOMMENDATION:

Ministry of Finance, CFO, Amy McAleese's understanding is that the DM for GCPE has previously approved write-off of the overpayment without being provided the applicable financial policy context. This briefing note is intended to document all of the considerations for the DM in accordance with policy and confirm the DM's desired approach to this situation with this additional context.

In review of the materials provided to her regarding this payroll overpayment, she notes and acknowledges that this situation and approach from TES and PSA ^{s.22}

^{s.22} and there appears to have been a breakdown in process creating this situation.

Overpayments to employees do occur and are often a result of human error, each situation needs to be assessed on its own merit for approach to collection or write-off. However, government has a responsibility to ensure appropriate application of financial policies and procedures are followed in alignment with the best use of taxpayer funds.

As noted above in the excerpts from the Core Policy and Procedures Manual, based upon the Financial Administration Act, there is a requirement to document not only the human impacts of an overpayment situation, but the financial considerations related to the situation.

In assessing the application of policy to the information she has been provided, she notes the following considerations:

- (1) While the original re-payment schedule ^{s.22}

^{s.22}

s.22

- (5) The financial impact to the ministry to write this amount off would be minimal and within budget based on the Q3 forecast submitted.

Based on the above considerations, Amy McAleese believes the financial considerations to support write-off of the debt owed to government has not been met from the financial perspective; and she does not recommend write off.

OPTIONS:


Option 1: Approve the write-off of s.22 salary overpayment.

Option 2: Do not approve the write-off of s.22 salary overpayment.

☒ **APPROVED**

☐ **NOT APPROVED**

OPTION 1



Marie Della Mattia

Deputy Minister of Government Communications and Public Engagement

January 31, 2023

Date

Prepared by:

Angela Liu

Director, Budgets and
Financial Services

GCPE

s.17

CFO Recommendation:

Amy McAleese

Executive Director, CFO,
Corporate Services Division

Ministry of Finance

(250) 580- 4768

Blyth, Chelsea GCPE:EX

Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

June 20, 2023
8:32 AM

Subject	RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
From	Liu, Angela GCPE:EX
To	Harris, Megan GCPE:EX
Cc	Blyth, Chelsea GCPE:EX
Sent	January 16, 2023 1:45 PM

Megan,

Updated info -

Amy, MoF CFO, has requested a BN to properly document the situation and consideration of financial policies. I am putting together a BN based on the info you sent me and adding a financial Policy section. I will send it to Amy today.

Thanks,

Angela

Phone: 778-974-4998
s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 10, 2023 11:01 AM
To: Randhawa, Inderjit K PSA:EX <Inderjit.Randhawa@gov.bc.ca>
Cc: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Thanks Indy. Our DM approved the write off s.13
s.13

Megan

From: "Randhawa, Inderjit K PSA:EX" <Inderjit.Randhawa@gov.bc.ca>
Date: Tuesday, January 10, 2023 at 9:21 AM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>

Subject: FW: Update: GCPE - s.22

Overpayment [Incident: 221121-000127]

Hi Megan

The team met with s.22 last week, if you can write the overpayment off that is also an option.

Thank you

Indy

From: Cao, Natasha PSA:EX <Natasha.Cao@gov.bc.ca>

Sent: January 10, 2023 8:53 AM

To: Randhawa, Inderjit K PSA:EX <Inderjit.Randhawa@gov.bc.ca>; Szczyry, Kyla PSA:EX <Kyla.Szczyry@gov.bc.ca>

Cc: Guerrero, Michelle L PSA:EX <Michelle.Guerrero@gov.bc.ca>

Subject: Update: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hello Indy,

FYI that I met with s.22 Friday Jan 6/23 where we:

- Apologized for the errors and experience
- Recorded questions s.22 had regarding the overpayment
- Explained a transaction regarding the overpayment
- Advised that we would follow up with an additional break down (spreadsheet) of the overpayment via email and follow up with another meeting to address any additional questions s.22 may have

Regards,

Natasha Cao, Manager, Operations Support

HR & Payroll Solutions | Human Resources Services and Solutions Division | BC Public Service

Agency

Third Floor 810 Blanshard St. | Victoria, BC | V8W 2H2

250.508.8863 | AskMyHR: www.gov.bc.ca/myhr/contact



Where ideas work

- TES found the overpayment s.22
s.22
 - This accounts for the 4-month lag between the overpayment and notifying the employee.
- The original s.22 form had the correct dates - **the data entry errors were TES human error.**
- s.22

- TES erred when they set up overpayment recovery in November without the employee's approval
 - s.22
- On Sept 13 TES did provide the additional requested information.
 - All correspondence was confirmed as sent to the correct email.

The email below and 2 attachments:

s.22

Thank you,

s.22

Payroll Operations

TELUS Employer Solutions together with BC Public Service Agency

- I don't believe the yellow highlight was ever explained to s.22
- s.22 did not respond until Oct 26 when s. was advised s.2 file was going to Payroll Accounting and claims s.2 had not received the requested information, which was sent Sept 13.
- The Contact Centre should have engaged HRPS on Nov 21 when it was discovered TES was recovering an overpayment without employee approval.

Timeline:

- Oct 2021 – GCPE submits s.22 contained the correct dates but is entered incorrectly by TES
- Jan 2022 – Due to data entry error, s.22 form was not processed in full in January and not corrected until April 29, 2022
s.22
- Aug 31 – 220831-000981 Employee notified of the overpayment; Employee responds next day requesting further information
Email to s.22

This error was not discovered until recently; and an overpayment has occurred. Payroll has confirmed that you have been overpaid in the amount of s.22 I have attached a spreadsheet for your review.

This is the spreadsheet, which did not help show what happened.

s.22

-
- Sep 13 – TES sends requested information, no response from employee
 - s.22
- Oct 26 – TES notified employee that they're forwarding information to Payroll Accounting
- Oct 26 – Employee responds that they're still waiting for the requested information; TES advises it was sent on Sept 13, no response from employee (email was confirmed as correct)
- Nov 16 – Payroll Accounting sends overpayment letter with Dec 7 deadline
- Nov 21 - the employee calls the Contact Centre stating:
 - s.22
-
-
- Nov 21, 2022 – 221121-000127 SHR reaches out to CC Rep (Paul) for more information. Paul escalates to Payroll team leads, who provide more information to SHR. SHR requests call from Payroll.
- Nov 23, 2022 –s.22 offers to set up call but **does not reply when SHR offers times**
 - Nov 30: SHR emails s.22 (who emailed us on Nov 23), MYHR, cc'd Paul Cao to again request someone to call
 - ADM Harris requested assistance on same email thread
 - Dec 1: Direct email Paul Cao requesting assistance
- Dec 1, 2022 4 PM – Escalated to HRPS via CC Management
- Dec 2, 2022 Morning – Client escalates to DM and ADM
- Dec 2, TESS.22 speaks with client and places recovery on hold until this can be resolved.

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Page 14 of 69 to/à Page 17 of 69

Withheld pursuant to/removed as

s.13 ; s.22

From: Harris, Megan GCPE:EX
To: Liu, Angela GCPE:EX; Blyth, Chelsea GCPE:EX
Subject: Re: s.2 Overpayment
Date: February 13, 2023 2:50:44 PM

OMG OMG OMG! This is such fantastic news Angela, thank you for all you did to help and push this through.

Megan

From: "Liu, Angela GCPE:EX" <Angela.Liu@gov.bc.ca>
Date: Monday, February 13, 2023 at 11:57 AM
To: "Blyth, Chelsea GCPE:EX" <Chelsea.Blyth@gov.bc.ca>
Cc: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Subject: s.22 Overpayment

Chelsea,

Amy (CFO) advised to contact PSA to stop overpayment collection. For your info, attached is the DM's approval. Could you please contact PSA? I will take care of the accounting side of work.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: [Liu, Angela GCPE:EX](#)
To: [Blyth, Chelsea GCPE:EX](#)
Subject: RE: any update
Date: February 9, 2023 3:58:09 PM

Marie approved the write-off, so it's sent back to CFO and EFO for the next step.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Blyth, Chelsea GCPE:EX <Chelsea.Blyth@gov.bc.ca>
Sent: February 9, 2023 3:36 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: any update

Hello

Any update on s.22 overpayment?

Chelsea Blyth, Manager, Strategic Human Resources (she/her)
Strategic Human Resources and Internal Communications Branch
Government Communications and Public Engagement
Phone 250-208-7743 | Cell 250-208-0307 | Email Chelsea.Blyth@gov.bc.ca

Grateful to be living, learning and working on the traditional territory of the Lekwungen peoples.

Government confidentiality and privilege requirements apply to this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, retransmission, conversion to hard copy, copying, circulation or other use is strictly prohibited. If you are not the intended recipient, please notify the sender immediately, and delete this message and any attachments from both your inbox and deleted items folder. Thank you.

From: [Liu, Angela GCPE:EX](#)
To: [Harris, Megan GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: February 2, 2023 1:55:21 PM

FYI - Marie supports the write-off. The BN has been sent back to CFO and EFO. Will keep you posted.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 27, 2023 4:58 PM
To: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

I will follow up with Marie.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 27, 2023 4:17 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: Re: GCPE - s.22 Overpayment [Incident: 221121-000127]

Okay so do I need to do anything?

From: "Liu, Angela GCPE:EX" <Angela.Liu@gov.bc.ca>
Date: Friday, January 27, 2023 at 4:06 PM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

FYI

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 18, 2023 6:41 PM
To: Della Mattia, Marie GCPE:EX <Marie.DellaMattia@gov.bc.ca>
Cc: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE -s.22 Overpayment [Incident: 221121-000127]

Marie,

Attached is the **s.22** Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

FYI - CFO is responsible for authorizing the write-off of \$5K or less, according to Core Policy 7.2.26.

Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement
Phone: 778-974-4998

s.17

From: [Liu, Angela GCPE:EX](#)
To: [McAleese, Amy FIN:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: February 2, 2023 1:27:22 PM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation.pdf](#)

Amy,

The BN has been edited to avoid confusion.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Sent: January 31, 2023 11:05 AM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

She should have approved the BN .. as that was to write off the debt – so we need to have her approve the BN and perhaps to ensure she is comfortable have a line added to note disagreeing with our assessment and approving write off.

If you can get this corrected, I will talk to Nicole about next steps.

Thanks,
Amy

Amy McAleese
778-698-3352

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: January 31, 2023 11:00 AM
To: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Our DM did not approve the BN-s.22 Overpayment. Attached are the unapproved BN and our DM's comments.

Please let me know the next step.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Sent: January 18, 2023 12:46 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

Here is the BN with my recommendation in it, it has been reviewed and approved by Nicole. Please submit through your process to the DM and provide the DM's decision to me once made.

Let me know if you have any questions or concerns.

Thanks,
Amy

Amy McAleese
778-698-3352

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: January 16, 2023 2:42 PM
To: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Amy,

Per your request, attached is the BN for s.22 Overpayment.

I have added a CFO recommendation section for your comment.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>

Sent: January 13, 2023 9:18 AM

To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>

Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

We need to paper the request to write off properly with information for consideration of the financial policy prepared for the DM.

Please have a BND drafted to cover the considerations from the employee perspective and address the following required documentation for the write off request (per CPPM), if this can be sent to me I will review and note my recommendation, then it can go to your DM to confirm and document fully her decision with the additional financial lens to consider.

Relevant Policy

7.2.22 Employee Collection Action

Ministries must immediately inform employees of any salary or other overpayments and attempt to establish a mutually agreeable schedule for full repayment. The repayment schedule must be signed off by the ministry and the employee, and placed on the employee's payroll file. The amount owing must be recorded as a receivable until the overpayment has been recovered. Ministries must consult with Strategic Human Resources in any situation where the collection action being considered is beyond the scope of this policy.

7.2.26 Write-offs of Uncollectible Debts or Obligations

1. Only those debts or obligations for which all appropriate collection action has been taken can be considered for write-off.
2. Write-off submissions must include all relevant information (any information the ministry possesses relevant to the debt or obligation and its collectibility).
3. debts where, in the view of the creditor ministry, further expenses to collect are not justified in relation to the amount of the debt and the possibility of collection;
4. debts where liability has not been admitted by the debtor and where the success of proceedings to collect is unlikely;
5. debts where the existence of an enforceable debt due to the Crown cannot

- be readily established (that is, where records have been lost or destroyed and the ministry is unable to prove receipt of services by the debtor); and
6. All write-off submissions must include details of the collection action taken, the budget impact, the debtor's financial status if relevant, and why further collection action is not possible or practical.
 7. The chief financial officer of a ministry is responsible for authorizing the write-off of ministry debt or obligations of \$5,000 or less.
 8. Officers must maintain adequate records of any amounts that they have written-off
 9. When authority has been received to write-off a debt or obligation, the debt or obligation must be transferred from the ministry accounts to a reference file of "debts written off", where it must remain until paid, extinguished, or remitted (pursuant to section 18 or 19 of the *Financial Administration Act* or by another enactment).
 10. Annually, ministries must submit statements of debts written-off during the fiscal year, together with supporting authorizations, to Financial Reporting and Advisory Services, OCG, for Public Accounts reporting purposes.

Thanks,
Amy

Amy McAleese
778-698-3352

From: [Faust, Marnie L GCPE:EX](#)
To: [Liu, Angela GCPE:EX](#)
Subject: RE: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: February 2, 2023 12:54:46 PM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation.pdf](#)

Edited, signed and back to you.

Marnie

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: February 2, 2023 12:04 PM
To: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Following up with this request

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 31, 2023 3:04 PM
To: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Marnie,

Per your request, I have added notes for the approved/not approved selections.

Thanks,

Angela

Phone: 778-974-4998

s.17

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Withheld pursuant to/removed as

s.13 ; s.22

From: [Liu, Angela GCPE:EX](#)
To: [Faust, Marnie L GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 3:04:14 PM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation.docx](#)

Marnie,

Per your request, I have added notes for the approved/not approved selections.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: [McAleese, Amy FIN:EX](#)
To: [Liu, Angela GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 11:05:13 AM

Hi Angela,

She should have approved the BN .. as that was to write off the debt – so we need to have her approve the BN and perhaps to ensure she is comfortable have a line added to note disagreeing with our assessment and approving write off.

If you can get this corrected, I will talk to Nicole about next steps.

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I have added a CFO recommendation section for your comment.

Thanks,

Angela

Phone: 778-974-4998

s.17

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Thanks,
Amy

Amy McAleese
778-698-3352

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To: [McAleese, Amy FIN:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 11:00:07 AM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation_002\).pdf](#)
[FW ALERT - eApprovals Item ID 1625 - Item Created - Due 2023-02-01.msg](#)

Our DM did not approve the BN-s.22 Overpayment. Attached are the unapproved BN and our DM's comments.

Please let me know the next step.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Sent: January 18, 2023 12:46 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

Here is the BN with my recommendation in it, it has been reviewed and approved by Nicole. Please submit through your process to the DM and provide the DM's decision to me once made.

Let me know if you have any questions or concerns.

Thanks,
Amy

Amy McAleese
778-698-3352

From: Liu, Angela GCPE:EX <[Angela.Liu@gov.bc.ca](#)>
Sent: January 16, 2023 2:42 PM
To: McAleese, Amy FIN:EX <[Amy.McAleese@gov.bc.ca](#)>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Amy,

Per your request, attached is the BN for s.22 Overpayment.

I have added a CFO recommendation section for your comment.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>

Sent: January 13, 2023 9:18 AM

To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>

Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

We need to paper the request to write off properly with information for consideration of the financial policy prepared for the DM.

Please have a BND drafted to cover the considerations from the employee perspective and address the following required documentation for the write off request (per CPPM), if this can be sent to me I will review and note my recommendation, then it can go to your DM to confirm and document fully her decision with the additional financial lens to consider.

Relevant Policy

7.2.22 Employee Collection Action

Ministries must immediately inform employees of any salary or other overpayments and attempt to establish a mutually agreeable schedule for full repayment. The repayment schedule must be signed off by the ministry and the employee, and placed on the employee's payroll file. The amount owing must be recorded as a receivable until the overpayment has been recovered. Ministries must consult with Strategic Human Resources in any situation where the collection action being considered is beyond the scope of this policy.

7.2.26 Write-offs of Uncollectible Debts or Obligations

1. Only those debts or obligations for which all appropriate collection action has been taken can be considered for write-off.
2. Write-off submissions must include all relevant information (any

information the ministry possesses relevant to the debt or obligation and its collectibility).

3. debts where, in the view of the creditor ministry, further expenses to collect are not justified in relation to the amount of the debt and the possibility of collection;
4. debts where liability has not been admitted by the debtor and where the success of proceedings to collect is unlikely;
5. debts where the existence of an enforceable debt due to the Crown cannot be readily established (that is, where records have been lost or destroyed and the ministry is unable to prove receipt of services by the debtor); and
6. All write-off submissions must include details of the collection action taken, the budget impact, the debtor's financial status if relevant, and why further collection action is not possible or practical.
7. The chief financial officer of a ministry is responsible for authorizing the write-off of ministry debt or obligations of \$5,000 or less.
8. Officers must maintain adequate records of any amounts that they have written-off
9. When authority has been received to write-off a debt or obligation, the debt or obligation must be transferred from the ministry accounts to a reference file of "debts written off", where it must remain until paid, extinguished, or remitted (pursuant to section 18 or 19 of the *Financial Administration Act* or by another enactment).
10. Annually, ministries must submit statements of debts written-off during the fiscal year, together with supporting authorizations, to Financial Reporting and Advisory Services, OCG, for Public Accounts reporting purposes.

Thanks,
Amy

Amy McAleese
778-698-3352

Page 39 of 69 to/à Page 42 of 69

Withheld pursuant to/removed as

s.13 ; s.22

From: [Faust, Marnie L GCPE:EX](#)
To: [Liu, Angela GCPE:EX](#)
Cc: [Della Mattia, Marie GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 10:52:23 AM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation_\(002\).pdf](#)

Hi Angela,

The DM did not approved this briefing note – back to you.

Thank you.

Marnie

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: January 18, 2023 6:41 PM
To: Della Mattia, Marie GCPE:EX <Marie.DellaMattia@gov.bc.ca>
Cc: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Marie,

Attached is the s.22 Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

FYI - CFO is responsible for authorizing the write-off of \$5K or less, according to Core Policy 7.2.26.

Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement
Phone: 778-974-4998
s.17

From: Della Mattia, Marie GCPE:EX
To: Faust, Marnie L GCPE:EX; Liu, Angela GCPE:EX
Subject: FW: ALERT - eApprovals Item ID: 1625 - Item Created - Due 2023-02-01
Date: January 31, 2023 10:15:50 AM

Hi Angela and Marnie

I got this E-approval today.

I'm sorry I lost track of the briefing note earlier due to other priorities.

I'm afraid I do not support finance's recommendation in this case.

If we want to be financially accountable we need to prevent this type of thing from happening.

s.22

As a human, as a manager and as a public employee responsible for taxpayers money, I think it's the right thing to do.

s.13; s.22

Thanks!

Marie

Marie Della Mattia she/her
Deputy Minister
Government Communications and Public Engagement
Phone: s.17

We live and work on the land of the ləkʷəŋən People, known today as the Esquimalt and Songhees Nations

Government confidentiality and privilege requirements apply to this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, retransmission, conversion to hard copy, copying, circulation or other use is strictly prohibited. If you are not the intended recipient, please notify the sender immediately, and delete this message and any attachments from both your inbox and deleted items folder. Thank You.

From: GCPE eApprovals <donotreply@sp.gov.bc.ca> on behalf of GCPE eApprovals <donotreply@sp.gov.bc.ca>
Reply-To: "donotreply@sp.gov.bc.ca" <donotreply@sp.gov.bc.ca>
Date: Tuesday, January 31, 2023 at 9:51 AM

To: "Della Mattia, Marie GCPE:EX" <Marie.DellaMattia@gov.bc.ca>

Subject: ALERT - eApprovals Item ID: 1625 - Item Created - Due 2023-02-01

Faust, Marnie L has created a new eApprovals item and assigned it to Della Mattia, Marie

Comment: Approval please to proceed - if you would like a meeting with CFO Finance prior to sign off please advise

#:

Title: Overpayment Resolution

Full Name:

Due Date: 2/1/2023

Category: Finance - Finance Other

[Go to item...](#)

From: [Faust, Marnie L GCPE:EX](#)
To: [Liu, Angela GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 9:40:42 AM

I'll add it to eapprovals for her.

Thanks!

Marnie

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: January 31, 2023 9:38 AM
To: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

When you get a chance, can you please remind Marie about this request?

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 18, 2023 6:41 PM
To: Della Mattia, Marie GCPE:EX <Marie.DellaMattia@gov.bc.ca>
Cc: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Marie,

Attached is the s.22 Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

FYI - CFO is responsible for authorizing the write-off of \$5K or less, according to Core Policy 7.2.26.

Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement

Phone: 778-974-4998

s.17

From: [Liu, Angela GCPE:EX](#)
To: [Faust, Marnie L GCPE:EX](#)
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 31, 2023 9:37:35 AM
Attachments: [gcpe_dm_briefing_note Overpayment with CFO Recommendation.docx](#)
[16937-print-history.pdf](#)

When you get a chance, can you please remind Marie about this request?

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 18, 2023 6:41 PM
To: Della Mattia, Marie GCPE:EX <Marie.DellaMattia@gov.bc.ca>
Cc: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Marie,

Attached is the s.22 Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

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Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement
Phone: 778-974-4998

s.17

From: [Liu, Angela GCPE:EX](#)
To: [Harris, Megan GCPE:EX](#)
Subject: RE: s.22
Date: January 27, 2023 4:54:20 PM

PSA can make recommendations, but they cannot make financial decisions. Per CFO, Marie approved the request based on the situational consideration. Financial policies were not provided at that time, so a BN was developed to provide her an overview.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 27, 2023 4:18 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: Re: s.22

Even tho PSA suggests it and our DM approves it?

From: "Liu, Angela GCPE:EX" <Angela.Liu@gov.bc.ca>
Date: Friday, January 27, 2023 at 4:06 PM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Subject: RE: s.22

The briefing is with Marie for her approval. The CFO doesn't recommend writing off the overpayment. I will forward you the BN.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 27, 2023 3:51 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: s.22

Hi Angela, do you have any update on this from the FIN CFO?

Megan

Megan Harris

Assistant Deputy Minister

Communications Operations

Desk: 778.974.5965 | s.17

From: [Harris, Megan GCPE:EX](#)
To: [Liu, Angela GCPE:EX](#)
Subject: Re: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 27, 2023 4:17:08 PM

Okay so do I need to do anything?

From: "Liu, Angela GCPE:EX" <Angela.Liu@gov.bc.ca>
Date: Friday, January 27, 2023 at 4:06 PM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

FYI

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Liu, Angela GCPE:EX
Sent: January 18, 2023 6:41 PM
To: Della Mattia, Marie GCPE:EX <Marie.DellaMattia@gov.bc.ca>
Cc: Faust, Marnie L GCPE:EX <Marnie.Faust@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Marie,

Attached is the s.22 Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

FYI - CFO is responsible for authorizing the write-off of \$5K or less, according to Core Policy 7.2.26.

Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement
Phone: 778-974-4998
s.17

From: [Liu, Angela GCPE:EX](#)
To: [Harris, Megan GCPE:EX](#)
Subject: RE: s.22
Date: January 27, 2023 4:06:36 PM

The briefing is with Marie for her approval. The CFO doesn't recommend writing off the overpayment. I will forward you the BN.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 27, 2023 3:51 PM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: s.22

Hi Angela, do you have any update on this from the FIN CFO?

Megan

Megan Harris
Assistant Deputy Minister
Communications Operations
Desk: 778.974.5965 | s.17

From: [Liu, Angela GCPE:EX](#)
To: [Della Mattia, Marie GCPE:EX](#)
Cc: [Faust, Marnie L GCPE:EX](#)
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 18, 2023 6:40:53 PM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation.docx](#)
[16937-print-history.pdf](#)

Marie,

Attached is the s.22 Overpayment BN with financial considerations and MoF CFO's recommendation. It has been reviewed and approved by Nicole Wright(EFO).

FYI - CFO is responsible for authorizing the write-off of \$5K or less, according to Core Policy 7.2.26.

Happy to coordinate a meeting with CFO, EFO if you would like to discuss this matter further.

Thanks,

Angela Liu, CPA, CMA, MSAcc, MSMIS
Director, Budgets & Financial Services
Government Communications and Public Engagement
Phone: 778-974-4998

s.17

ID: 16937, Title: GCPE - BN - Payroll Overpayment Write-Off

Full Name:

Approval Route:

GCPE (Angelia Liu) > CFO (Amy McAleese) > EFO (Nicole Wright) > DM - GCPE (Marie Della Mattia) > EFO>CFO>GCPE

Assigned To: Ringma, Shalegh FIN:EX Rush: No Financial - other Signature: Deputy Minister

Branch: CSD - Corporate Financial & Facilities Services Other Number: N/A

Link: N/A

Due Date: 1/20/2023 Date Completed: N/A Date Initiated: 1/17/2023 N/A

Item History

1/18/2023 11:39 AM

Wright, Nicole FIN:EX [Assignee] approved the item and forwarded it to Ringma, Shalegh FIN:EX for action
For DM decision; please note I agree with CFO recommendation at this time.

1/17/2023 04:08 PM

McAleese, Amy FIN:EX [Assignee] approved the item and forwarded it to Wright, Nicole FIN:EX for action
For your review and comment to DM - GCPE

1/17/2023 04:07 PM

McAleese, Amy FIN:EX added a document: gcpe_dm_briefing_note_Overpayment_with CFO Recommendation.docx

1/17/2023 04:07 PM

McAleese, Amy FIN:EX created this item
For EFO review prior to submission to DM- GCPE

Page 55 of 69 to/à Page 58 of 69

Withheld pursuant to/removed as

s.13 ; s.22

From: [McAleese, Amy FIN:EX](#)
To: [Liu, Angela GCPE:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 18, 2023 12:45:52 PM
Attachments: [gcpe_dm_briefing_note_Overpayment_with_CFO_Recommendation.docx](#)
[16937-print-history.pdf](#)

Hi Angela,

Here is the BN with my recommendation in it, it has been reviewed and approved by Nicole. Please submit through your process to the DM and provide the DM's decision to me once made.

Let me know if you have any questions or concerns.

Thanks,
Amy

Amy McAleese
778-698-3352

From: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Sent: January 16, 2023 2:42 PM
To: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Amy,

Per your request, attached is the BN for s.22 Overpayment.

I have added a CFO recommendation section for your comment.

Thanks,

Angela

Phone: 778-974-4998
s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Sent: January 13, 2023 9:18 AM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Angela,

We need to paper the request to write off properly with information for consideration of the

financial policy prepared for the DM.

Please have a BND drafted to cover the considerations from the employee perspective and address the following required documentation for the write off request (per CPPM), if this can be sent to me I will review and note my recommendation, then it can go to your DM to confirm and document fully her decision with the additional financial lens to consider.

Relevant Policy

7.2.22 Employee Collection Action

Ministries must immediately inform employees of any salary or other overpayments and attempt to establish a mutually agreeable schedule for full repayment. The repayment schedule must be signed off by the ministry and the employee, and placed on the employee's payroll file. The amount owing must be recorded as a receivable until the overpayment has been recovered. Ministries must consult with Strategic Human Resources in any situation where the collection action being considered is beyond the scope of this policy.

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1. Only those debts or obligations for which all appropriate collection action has been taken can be considered for write-off.
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4. debts where liability has not been admitted by the debtor and where the success of proceedings to collect is unlikely;
5. debts where the existence of an enforceable debt due to the Crown cannot be readily established (that is, where records have been lost or destroyed and the ministry is unable to prove receipt of services by the debtor); and
6. All write-off submissions must include details of the collection action taken, the budget impact, the debtor's financial status if relevant, and why further collection action is not possible or practical.

7. The chief financial officer of a ministry is responsible for authorizing the write-off of ministry debt or obligations of \$5,000 or less.
8. Officers must maintain adequate records of any amounts that they have written-off
9. When authority has been received to write-off a debt or obligation, the debt or obligation must be transferred from the ministry accounts to a reference file of "debts written off", where it must remain until paid, extinguished, or remitted (pursuant to section 18 or 19 of the *Financial Administration Act* or by another enactment).
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Thanks,
Amy

Amy McAleese
778-698-3352

Page 62 of 69 to/à Page 64 of 69

Withheld pursuant to/removed as

s.13 ; s.22

From: [Liu, Angela GCPE:EX](#)
To: [McAleese, Amy FIN:EX](#)
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 16, 2023 2:42:08 PM
Attachments: [gcpe_dm_briefing_note_Overpayment.docx](#)

Amy,

Per your request, attached is the BN for s.22 Overpayment.

I have added a CFO recommendation section for your comment.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: McAleese, Amy FIN:EX <Amy.McAleese@gov.bc.ca>
Sent: January 13, 2023 9:18 AM
To: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

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Ministries must consult with Strategic Human Resources in any situation where the collection action being considered is beyond the scope of this policy.

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4. debts where liability has not been admitted by the debtor and where the success of proceedings to collect is unlikely;
5. debts where the existence of an enforceable debt due to the Crown cannot be readily established (that is, where records have been lost or destroyed and the ministry is unable to prove receipt of services by the debtor); and
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10. Annually, ministries must submit statements of debts written-off during the fiscal year, together with supporting authorizations, to Financial Reporting and Advisory Services, OCG, for Public Accounts reporting purposes.

Thanks,

Amy

Amy McAleese
778-698-3352

From: [Harris, Megan GCPE:EX](#)
To: [Liu, Angela GCPE:EX](#)
Cc: [Blyth, Chelsea GCPE:EX](#)
Subject: Re: GCPE - s.22 Overpayment [Incident: 221121-000127]
Date: January 16, 2023 1:57:41 PM
Attachments: [image001.png](#)

Many thanks Angela. Please let me know how I can help.

From: "Liu, Angela GCPE:EX" <Angela.Liu@gov.bc.ca>
Date: Monday, January 16, 2023 at 1:45 PM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Cc: "Blyth, Chelsea GCPE:EX" <Chelsea.Blyth@gov.bc.ca>
Subject: RE: GCPE - s.22 Overpayment [Incident: 221121-000127]

Megan,

Updated info -

Amy, MoF CFO, has requested a BN to properly document the situation and consideration of financial policies. I am putting together a BN based on the info you sent me and adding a financial Policy section. I will send it to Amy today.

Thanks,

Angela

Phone: 778-974-4998

s.17

From: Harris, Megan GCPE:EX <Megan.Harris@gov.bc.ca>
Sent: January 10, 2023 11:01 AM
To: Randhawa, Inderjit K PSA:EX <Inderjit.Randhawa@gov.bc.ca>
Cc: Liu, Angela GCPE:EX <Angela.Liu@gov.bc.ca>
Subject: FW: GCPE - s.22 Overpayment [Incident: 221121-000127]

Thanks Indy. Our DM approved the write off s.13
s.13

Megan

From: "Randhawa, Inderjit K PSA:EX" <Inderjit.Randhawa@gov.bc.ca>
Date: Tuesday, January 10, 2023 at 9:21 AM
To: "Harris, Megan GCPE:EX" <Megan.Harris@gov.bc.ca>
Subject: FW: Update: GCPE - s.22 Overpayment [Incident: 221121-000127]

Hi Megan

The team met with s.22 last week, if you can write the overpayment off that is also an option.

Thank you

Indy

From: Cao, Natasha PSA:EX <Natasha.Cao@gov.bc.ca>

Sent: January 10, 2023 8:53 AM

To: Randhawa, Inderjit K PSA:EX <Inderjit.Randhawa@gov.bc.ca>; Szczyry, Kyla PSA:EX <Kyla.Szczyry@gov.bc.ca>

Cc: Guerrero, Michelle L PSA:EX <Michelle.Guerrero@gov.bc.ca>

Subject: Update: s.22 Overpayment [Incident: 221121-000127]

Hello Indy,

FYI that I met with s.22 Friday Jan 6/23 where we:

- Apologized for the errors and experience
- Recorded questions s.2 had regarding the overpayment
- Explained a transaction regarding the overpayment
- Advised that we would follow up with an additional break down (spreadsheet) of the overpayment via email and follow up with another meeting to address any additional question s.2 may have

Regards,

Natasha Cao, Manager, Operations Support

HR & Payroll Solutions | Human Resources Services and Solutions Division | BC Public Service

Agency

Third Floor 810 Blanshard St. | Victoria, BC | V8W 2H2

250.508.8863 | AskMyHR: www.gov.bc.ca/myhr/contact

