



NEWS RELEASE

For Immediate Release

March 31, 2015

Integrated Case Management System not meeting expectations

VICTORIA - Auditor General of British Columbia Carol Bellringer published her report [*Integrated Case Management System*](#) (www.bcauditor.com/pubs) today. The Integrated Case Management (ICM) system stores highly sensitive, personal information for more than 200,000 clients and is used for the delivery of social programs, such as child welfare, child care, income assistance and employment services.

“ICM cost \$182 million to date and has not fulfilled its key objectives of replacing numerous legacy systems and improving appropriate information sharing,” said Ms. Bellringer. “This undercuts the original vision for a single integrated system across the social services sector.”

Approximately one-third of the originally anticipated legacy systems were replaced. Both ICM and the aging and inflexible legacy systems must now run concurrently.

The audit found that personal information in the system was not fully safeguarded. ICM was not monitored for inappropriate activity, and access to client information was not always on a need-to-know basis. Appropriate access helps to prevent loss of privacy or fraudulent use of personal information. These findings are similar to the Office’s audits of the [JUSTIN](#), [PARIS](#) and [CORNET](#) systems.

Client information in ICM was not always accurate and complete, and duplicate records existed. Poor data quality introduces safety risks, and reduces valuable time that staff could spend with clients. The Ministry of Social Development and Social Innovation has taken steps to improve data quality, but it needs to do more.

The report contains eight recommendations for the Ministry of Social Development and Social Innovation to work through with the Ministry of Children and Family Development and the Ministry of Technology, Innovation and Citizen Services. One of the recommendations emphasizes the need for full accounting of the costs of ICM for the life of the project.

The report is available on the Office of the Auditor General website at [*Integrated Case Management System*](#) (www.bcauditor.com/pubs).

Also available on our website are the reports referenced above:

- [JUSTIN](http://www.bcauditor.com/pubs/2013/report9/securing-justin-system-access-and-security-audit-ministry): <http://www.bcauditor.com/pubs/2013/report9/securing-justin-system-access-and-security-audit-ministry>
- [PARIS](http://www.bcauditor.com/pubs/2010/report7/paris-system-community-care-services-access-and-security): <http://www.bcauditor.com/pubs/2010/report7/paris-system-community-care-services-access-and-security>
- [CORNET](http://www.bcauditor.com/pubs/2008/report8/managing-access-corrections-case-management-system): <http://www.bcauditor.com/pubs/2008/report8/managing-access-corrections-case-management-system>

Auditor General Carol Bellringer will answer questions pertaining to the ICM report via a teleconference.



OFFICE OF THE
Auditor General
of British Columbia

Teleconference Date: March 31, 2015

Time: 11 a.m. (Pacific Time)

Dial-in Information:

From Vancouver: 604 681-0260

From elsewhere in Canada and the USA: 1 877 353-9184

Participant Pass Code: 44848#

During question and answer period, to ask a question: Press 01

During question and answer period, to exit the question queue: Press #

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