



August 9, 2012

The Honourable Christy Clark
Premier
PO Box 9041 Station Provincial Government
Victoria, BC V8W 9E1

BY FAX: 250 - 356-1385

Dear Premier Clark:

Re: Public Inquiry into the Integrated Case Management system

We are writing to you on behalf of our respective organizations to request an immediate public inquiry into the disastrous circumstances surrounding the roll-out of the Integrated Case Management system and related systems.

In a recent public statement, the BC Representative for Children and Youth described a “deeply flawed” system plagued with “multiple problems.” Ms. Turpel-Lafond has not only expressed her concern with the non-functionality of the ICM, but has also stated that “the ability of [her] Office to manage the number of problems and difficulties ICM has brought to the practice of child welfare may not be sustainable.”

The Representative has also referred various other ICM issues to the Office of the Auditor General and the Office of the Information and Privacy Commissioner for investigation within their areas of responsibility.

Clearly the problems with the ICM are systemic and serious. They are also the result of deeply flawed conception and execution, and the consequences for the social services sector, for privacy rights and for the finances of this province are extremely grave.

It is for that reason that we respectfully request that you establish a public inquiry to examine the causes of this debacle, and to recommend changes to how government implements such projects.

While critical in their own right, none of the investigations currently underway by various officers of the Legislature would be able to bring the breadth of vision of a public inquiry. We believe that the broader focus of a public inquiry is necessary to understand what brought us to this point, and to prevent the recurrence of this type of fiasco in future.

Tel (604) 739-9788 Fax (604) 739-9148 Email: info@fipa.bc.ca Web: www.fipa.bc.ca

The people of our province need to have confidence that their social services are being provided efficiently and effectively, that their personal information is being protected and that their money is not being wasted. The recent revelations about the ICM have shaken that confidence. A public inquiry will help clear the air, and provide guidance to government on how to avoid a repeat performance.

We look forward to hearing from you.

Yours Truly,

Vincent Gogolek
Executive Director FIPA

Shabna Ali
Executive Director
BC Society of Transition Houses

Ken Buchanan
Chair
Positive Living BC

Jane Dyson
Executive Director
BC Coalition of People with Disabilities

Norma Strachan
Chief Executive Officer
ASPECT