Chapter 14: Administration of Income Support

(i) Assignment of Case Numbers

Intent:	To clarify how unique identifiers are assigned to cases and clients.
Act: (if applicable)	N/A
Regulations:	N/A
Overview: (if applicable)	• Within CAPS each case has a unique file/case number. In most instances, these case numbers transferred from the FACTS system. New cases added to CAPS have a case number generated within the system – these begin with 032XXXX. Case numbers are comprised of 7 digits, but the first digit is 0.
	• In addition to unique case numbers, each client within a case is assigned a unique client ID by the system. The client maintains this number regardless of other cases they may be involved in. These numbers began at 1 and build as new clients are added to the system. This client ID is also found within the beneficiary ID of drug card records, but is distinguished by having a 3 plus zero's at the beginning, plus a single digit control number at the end (i.e. drug card beneficiary ID of 3000003658 belongs to client 365.)
	• Where a case no longer has any active clients (i.e. they are all deceased or have moved to another case), the case will become locked and cannot be reactivated. (Example: a single client on Case A who moves in with another client on Case B: this relationship ends. The client will not be reopened on Case A as the case was locked when the last client's role ended on that case, but will be set up on case C.) This ensures that the most recent information is always used. A history of all cases that the client was involved in is maintained in CAPS.
	• Clients who move properly from one case to another (see CAPS Training Manual) will retain their unique personal ID # and pull their personal information with them to the new case, including their accounts receivable balance.

Policy:	N/A
Procedure:	N/A
Authority Level:	Client Services Officer
Date revised:	March 8, 2010