

Subject: Persons Involved in Justice System Policy Update

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Distribution: **Seniors, Community and Social Services**  
Employment and Financial Services  
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**BACKGROUND:**

The goa.servicedesk@gov.ab.ca email used to verify Income Support (IS) clients' custody dates of incarceration is no longer accessible to internal staff.

**INTENT:**

To reflect the new process of verifying through the BERNIE Self-Serve Portal (GoA Help Desk) an update has been completed to the [Persons Involved in Justice System](#) policy, including removal of the goa.servicedesk@gov.ab.ca email.

**POLICY:**

The following policy has been updated:  
[Persons Involved in Justice System](#)