# X3.3C Identity Validation Interim State Process Flow (In-Person - Client) – Level 3.0

## ROLES & RESPONSIBILITY MATRIX

| PROCESS STEP | Workers from Alberta Works Centres, ASC, PDD, Training Providers  (Client coming in-person) |
|---|---|
| **1.  The individual is known to the worker** | |
| X3.3C.1<br>Determine if Individual Is Well Known | • If the worker already knows the client quite well, further validation is not required. Proceed to step *X3.3C.3 Check for Alerts That Restrict Information Exchange*.<br>• If the client is **not well known**, proceed to step *X3.3C.6 Validate Individual Using One (1) Primary Document.* |
| X3.3C.3<br>Check for Alerts That Restrict Information Exchange | • Look up the Client's Mobius Record.<br>• Review the client's Mobius record for Alerts.<br>• If there are no relevant Alerts, return back to the calling process *X3.2A Update Client Person Information / A3.9 Provide Information from Client file /Application Status* to update client information or provide information from client record.<br>• If an Alert exists indicating that client information cannot be discussed with the individual, proceed to step *X3.3C.5 Inform Individual That Information Cannot be Provided / Collected.* |
| X3.3C.5<br>Inform Individual that Information Cannot be Provided / Collected | • Inform the caller that information about that client cannot be provided or collected.  Provide reasons as appropriate.<br>• If there are no relevant Alerts, return back to the calling process *X3.2A Update Client Person Information / A3.9 Provide Information from Client file /Application Status.* |
| **2.  Identity validation based on documentation** | |
| X3.3C.6<br>Validate Individual Using One (1) Primary Document | • Ask the Citizen for their name and a picture ID from the Primary Document list.  It is up to the client to determine which ID to provide.<br>    <u>Primary Document List (approved picture ID)</u><br>        - Canadian Citizenship Card |

## ROLES & RESPONSIBILITY MATRIX

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- Permanent Resident Card
- Canadian Passport
- Operators' License
- Identification Card (including issued by other jurisdictions)
- Canadian Indian Status Card
- New Metis Nation Card
- Firearms Acquisition Certificate
- Correctional Service Canada ID card / Parole Card

• Examine the ID for validity. Does it looks professionally produced with no alterations?
• Compare the individual's name and features with that on the ID.
• If the document appears valid and the information on the ID supports the identity of the individual, proceed to step *X3.3C.3 Check for Alerts That Restrict Information Exchange*.
• If a valid primary document cannot be presented, proceed to step *X3.3C.8 Validate Individual Using Secondary Documents.*

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X3.3C.8
Validate Individual Using Secondary Documents

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• Ask the client for documents from the Secondary Document List. It is up to the client to determine which documents to provide.
    <u>Secondary Documents must be either:</u>
      a. Two of Category A – or –
      b. One of Category A and Two of Category B

<u>Secondary Document List</u>

| Category A: | Category B: |
|---|---|
| - Refugee travel documentation | - Utility, telephone, gas, or cable bill in applicant's name |
| - Record of Landing | - Insurance documents (life, auto, residential, etc.) |
| - Birth Certificate (Provincial) | - Proof of government income assistance (OAS, AISH or |
| - Alberta Personal Health Care Card | Income Support) |
| - Social Insurance Number | - Cancelled cheque with imprinted name and address |
| - Work or Student Visa | - Property Tax bill or receipt, land title, or mortgage |
| - Community agency affidavit on the identity | documents |
| of their person (for homeless persons) | - Employee, Student Card (with name and photo) |
| - Canadian Citizenship Certificate | - Vehicle Registration |

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## ROLES & RESPONSIBILITY MATRIX

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- Marriage Certificate<br>
- CRA Notice of Assessment<br>
- Alberta Student Number<br>
- Apprentice Identification Number
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<td>- School, Health, Hospital Records</td>
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<ul>
<li>Examine the documents for validity. Do they look professionally produced, with no spelling errors or alterations.</li>
<li>If the documents appear valid and the information on the documents supports the identity of the individual, proceed to step <em>X3.3C.3 Check for Alerts That Restrict Information Exchange</em>.</li>
<li>If the individual does not have valid Secondary documents proceed to <em>step X3.3C.10 Search on Client's Alternate ID.</em></li>
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<td colspan="4"><strong>3.  Identity validation based on data in Mobius</strong></td>
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<td>X3.3C.10<br>Search on Client's Alternate ID</td>
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<li>Ask for the client's Alternate ID number.
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<li>Preferred Alternate IDs include:  File Number, PHN (Personal Health Number), SIN (Social Insurance Number)</li>
<li>Other Alternate IDs recorded in Mobius:</li>
</ul>
</li>
</ul>

Driver's License Number        Student Identification Number        Birth Certificate Number<br>
Indian Registration number      Alberta Student Number            Personal Identification # (PID)<br>
Apprentice Identification No.     Passport Number               Mobius File Name

<ul>
<li>Search for the client's Mobius record based on the Alternate ID number provided.</li>
<li>If a match is found, proceed to <em>X3.3C.12 Validate Legal Name and Date of Birth</em></li>
<li>If no match is found or the caller cannot provide any of the Alternate IDs captured in Mobius, proceed to step <em>X3.3C.14 Search on Client's Legal Name and Date of Birth</em>.</li>
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<td>X3.3C.12<br>Validate Legal Name and Date of Birth</td>
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<ul>
<li>Ask for the client's legal name (first, last) and Date of Birth.</li>
<li>Search for the client's Mobius record based on the Legal names and date of birth.</li>
<li>Validate/match information to data from Mobius.</li>
<li>If the information provided matches the data in Mobius, validation of the client is successful, proceed to step</li>
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## ROLES & RESPONSIBILITY MATRIX

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|---|---|
|  | *X3.3C.3 Check for Alerts That Restrict Information Exchange.*<br>• If the no match is found, proceed to step *X3.3C.18 Request Individual to Come Back with Additional Information.* |
| X3.3C.14<br>Search on Client's Legal Name and Date of Birth | • Request the client's Legal name (First, Last) and Date of Birth.<br>• Search for the client's record based on the information provided.<br>• If a match is found, proceed to *X3.3C.16 Validate Shared Secrets.*<br>• If the no match is found, proceed to step *X3.3C.18 Request Individual to Come Back with Additional Information.* |
| X3.3C.16<br>Validate Shared Secrets | • Look through the client's Mobius record for shared secrets, as per following guidelines.<br><br>    Guidelines for Shared Secrets<br>      ○ Best practices:  shared secrets should be Mobius client  information that only the client would know.<br>      ○ It is up to the discretion of the worker to determine which information to use based on the data available.<br>      ○ The Mobius person record contains the following data which may be used as a shared secret. Listed in order of priority.<br>            - Alternative IDs<br>            - Other information in Mobius (e.g. last Payments amount)<br>            - Alternative Names<br>            - Relationships-Contacts<br>            - Citizenship<br>            - Email Address<br>            - Address<br>            - Address Type<br>            - Phone Number and  Phone Type<br><br>• Ask the Shared Secrets.<br>• If the caller answers <u>2 shared secrets</u> according to the information captured in Mobius, the client has been successfully validated, proceed to step *X3.3C.3 Check for Alerts That Restrict Information Exchange*. |

## ROLES & RESPONSIBILITY MATRIX

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|  | • If the caller cannot answer 2 shared secrets after a "reasonable number of attempts", proceed to step *X3.3C.18 Request Individual to Come Back with Additional Information.* <br><br> A "reasonable number of attempts" is up to the discretion of the worker based on factors such as: <br> ○ call volumes, <br> ○ the plausibility of the caller, and <br> ○ the number of shared secrets available in Mobius. |
| X3.3C.18 <br> Request Individual to Come Back with Additional Information | • Inform the individual that their identity could not be validated according to the guidelines; therefore, client information cannot be provided or accepted at this time. <br> • Ask the individual to come back with additional information to support the validation process. <br> • Return back to the calling process *X3.2A Update Client Person Information / A3.9 Provide Information from Client file /Application Status.* |