



Department of Health and Social Services

Adult Services Unit

Social Assistance Policy and Procedures E-Manual

Version 1

REVISED December 6, 2004

INTRODUCTION

This manual has been divided into sections:

Section A - Accountability and Legislation;

Section B - Appeals Process;

Section C - Applying for Social Assistance;

Section D - Eligibility for Social Assistance;

Section E - Assets and Financial Resources;

Section F - Amount of Assistance and the Method of Payment;

Section G - Benefits; and,

Section H - Recovery and Repayment of Social Assistance Benefits.

Amendments will be issued to all manual holders and should be inserted in your manual as soon as they are received.

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FORMS - NOTE: Links to Forms are under construction

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4. Assignment of Benefit - INS 3113
5. Authorization and Invoice - YG(4258)
6. Authorization Order - YG(445)
7. Checklist for Clients - YG(4420Q)
8. Client Bank Sheet - YG(4419Q)
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22. Letter of Denial - YG(1507Q)
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24. Medical Report - YG(1073Q)
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26. Notice of Appeal - YG(3698Q)
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**Social Assistance
A.1
Accountability**

SUBJECT:

Legislation

Social Assistance Act, Health Act, Government Accountability Act & Financial Administration Act

Health Act, Social Assistance Act, Financial Administration Act and the Government Accountability Act provide the legal framework for the delivery of social assistance

THE SOCIAL ASSISTANCE ACT OUTLINES THE FOLLOWING:

1. Interpretation - states what various terms in the Act mean;
2. Director of Human Resources - appointed by the Commissioner in Executive Council;
3. Duties of Director - to administer the Act and perform other duties;
4. Social Welfare Officer - designated by Commissioner in Executive Council;
5. Agreements - between Government of Canada and Government of Yukon for payment;
6. Terms and Conditions - of the agreement;
7. Assistance - types of assistance provided (monetary assistance or welfare services);
8. Regulations - necessary to carry out the provisions of the Act;
9. Social Assistance Appeal Committees - for the purpose of hearing appeals under the Act;
10. Social Assistance Appeal Board - second level of appeals;
11. Appeals - any decision made by a social assistance officer or the director with respect to eligibility to receive assistance or the amount of assistance paid may be appealed;

12. Expenses and Allowances - for appeal committee and appeal board;
13. Recovery of Over-payment - excess amounts may be recovered at any time either as a debt or by being retained;
14. Offence - it is an offence to knowingly make a false or misleading statement for the purpose of obtaining assistance.



Social Assistance
Act1.pdf



Health Act1.pdf



Chapter
08-Government Accounts...

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**Social Assistance
A.2.
Accountability**

SUBJECT:
Social Assistance Regulations

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**Social Assistance
A.3.
Accountability**

SUBJECT:

Financial Practices and Signing Authorities
Financial Administration Act

EXPENDITURES OF PUBLIC FUNDS

Expenditures of public funds are conducted in accordance with the provisions of the Financial Administration Act and Regulations.

The legal framework of the Financial Administration Act and Management Board Directive (#6/84) provides for the delegation by the Deputy Minister of two kinds of signing authority:

1. Commitment Authority - the ability to authorize the expenditure of public funds on benefits or services in accordance with Territorial laws.
2. Payment Authority - the ability to actually pay the authorized expenditure in accordance with Territorial laws.

DELAGATED AUTHORITY

In the Yukon Territorial government, no position or employee has both levels of authority over the same expenditure. This policy ensures public trust and prevents staff vulnerability to suspicion of actual (or perceived) conflict of interest. For example, the officer may authorize the amount of benefits paid to an applicant (commitment authority), while the Financial Officer prepares and is a co-signatory of the cheque (payment authority).

FINANCIAL OFFICERS:

Financial Officers are responsible for carrying out the financial functions of the Department. The Financial Officer carries out financial management and control functions of the Deputy Minister on a delegated basis. All Financial Officers must be familiar with legislation, regulations, directives and policies that govern Department and government-wide financial operations.

For the purpose of the *Social Assistance Act* and *Social Assistance Regulations*, the financial assistance officer, as the administrating authority, usually has the complete authority to make decisions and administer benefits and services in

accordance with law and policy and procedures. Exceptions and limitations to the financial officer's authority are outlined below.

LIMITS TO AUTHORITY:

The following signing authority limits shall apply to all officers:

1. \$1,500.00 maximum for total basic needs;
2. \$100.00 maximum for any category of supplementary needs with the exception of daycare centres and private homes.
3. \$500.00 maximum for Authorization Orders:

When dollar amounts are in excess of the foregoing, the applicable budget form or authorization order must be referred to a supervisor for their approval and signature prior to forwarding to the Financial Officer for payment. Should any budget forms or authorization orders be received containing amounts over the limit with no supervisory approval then these will be returned to the officer to obtain the necessary approval. As this may result in some delay in payment to the recipient, it is requested that the officer ensure that the signing authority limits are closely adhered to.

SIGNATURE SPECIMEN CARDS:

It is the responsibility of all supervisors to ensure that all officers have valid "**Signature Specimen Cards**" on file at the Branch level, the Department's Financial Branch and the Department of Finance. Financial Signing Authorities are reviewed on an annual basis by the Social Assistance Supervisor and Manager of Regional Services.

MONITORING RESPONSIBILITIES:

The ASU Manager and the Regional Manager are responsible for:

1. Spending Authority for Assistance Payments;
2. Ensure that all required documentation is on the recipient's file;
3. Application for Assistance;
4. Ensure that application forms are completed prior to granting of benefits;

5. Maintenance:
6. Ensure compliance with family maintenance policy and procedures;
7. Unemployable Applicants and Recipients and Continuance; and,
8. Monitor and review cases designated unemployable.

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**Social Assistance
A.4.
Accountability**

**SUBJECT:
Organizational Chart of H&SS**

Under Development

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**Social Assistance
A.5.
Accountability**

SUBJECT:

Where an Applicant Applies for Social Assistance
Social Assistance Regulations, Section 30

An applicant must apply for services at the office in the area in which they reside.

OFFICES & BOUNDARIES

| | |
|-------------------------|---|
| Watson Lake: | Covers west to Swift River, north to Frances Lake, Yukon and N.W.T. border. |
| Carcross/Teslin: | Goes to and includes Swift River, includes Jakes Corner and up to and including all areas south of Bear Creek. |
| Whitehorse: | Covers north from Jakes Corner/ Carcross , north of and including Bear Creek, north of #2 Highway to Braeburn Lodge and west of Champagne. |
| Haines Junction: | Goes east to Champagne; North Highway to Beaver Creek. |
| Carmacks: | Goes north on #2 Highway from and including Braeburn Lodge up to Midway, east along Robert Campbell up to and including Little Salmon Village. |
| Faro/Ross River: | East along the Robert Campbell Highway from Little Salmon Village, then south as far as Frances Lake. |
| Mayo/Pelly: | Goes north along the Klondike Highway from and including Midway up to Moose Creek and east along the Silver Trail from Stewart to Keno City. |
| Dawson/Old Crow: | All territory north of Moose Creek. |

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**Social Assistance
B.1.
Appeals**

SUBJECT:

Social Assistance Appeals - Committee Level
Social Assistance Act, Sections 9, 10, 11 and 12
Social Assistance Regulations, Section 29

POLICY & INTENT

Procedures for the appeal process.

A social assistance applicant or recipient may appeal any decision made by the department as it relates to eligibility or level of assistance.

GUIDELINES

An appeal regarding social assistance will normally be heard by the Supervisor in charge of the officer who made the decision that is being appealed. This process is "informal" in the sense that applicants are still entitled to appeal the decision directly to the Appeal Committee.

However, from a practical point of view, an officer's supervisor may actually be able to provide information to a decision regarding assistance, such that a "formal" written appeal is not necessary. In cases where formal appeals are requested:

1. All appeals must be heard in a timely fashion, but no later than 30 days after being filed.
2. The merit of an appeal will be adjudicated based on the relevant sections of the Social Assistance Act and Regulations.
3. In cases where the Appeal Committee upholds an appeal, they will request the Department to comply with the relevant section(s) of the Act and Regulations.
4. The Committee is restricted in its decisions to ensuring that the Act and Regulations have been applied fairly and correctly.
5. The Appeal Committee hearing an appeal is made up of a Chairperson and one other member. These members are not employees of the Department.
6. In the event that an applicant appeals from outside of Whitehorse, the applicant will be informed that they are entitled to appear in person or be represented by an agent or counsel when the appeal is heard in Whitehorse.

Entitlement in no way obligates the Department to cover the travel expenses of the applicant or their representatives. Hearings are normally conducted via conference calls, if the applicant is unable to travel to Whitehorse.

PROCEDURES

1. The appeal process is initiated when a person completes the Notice of Appeal Form challenging a decision concerning eligibility or level of assistance, made by an officer or the Director.
2. The written appeal must briefly state the grounds for the appeal.
3. The written appeal is directed to the Chairperson of the Appeal Committee.
4. The appeal is filed at the reception desk of the social assistance office at which time a date is set for the appeal to be heard. The Coordinator for the Appeal Committee (not a YTG employee) will review and forward the documentation and evidence prior to the next sitting of the Committee.
5. The Coordinator for the Appeal Committee schedules the date of the hearing and arranges for two members to be present.
6. Appeals are heard once a week on a fixed day between 1:30 p.m. and 5 p.m.
7. The Department will be responsible for ensuring that there is a meeting space and that all required documentation is made available to the Coordinator for the Appeal Committee prior to the meeting.
8. An appellant is entitled to appear in person or be represented by an agent or counsel.
9. An appeal hearing may be held in the absence of an appellant or their representative or the Director or officer if these individuals fail to appear, and fail to notify the Chairperson of their intended absence. The Appeal Committee may hear any circumstances pertaining to the case, written or otherwise.
10. The Appeal Committee will issue a written decision after the appeal either dismissing the appeal or upholding the appeal.
11. The written decision, if upholding the appeal, will indicate the relevant section of the Act and Regulation that was contravened and direct the Department to provide assistance and to the level indicated in Regulations.

12. The written decision of the Appeal Committee may be changed in two ways:

- a) by the Appeal Board when the appellant or the Director appeal the decision of the Appeal Committee and this decision is varied by a ruling of the Board.
- b) by the Director when, in their opinion, the material circumstances of the appellant have changed. Any change by the Director must be by written order and may be appealed.

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**Social Assistance
B.2.
Appeals**

SUBJECT:

Social Assistance Appeals - Board Level and Judicial Review
Social Assistance Act, Sections 9, 10, 11 & 12
Social Assistance Regulations, Section 29

POLICY & INTENT

Guidelines and procedures as they relate to the Appeal Board and Judicial Review.

GUIDELINES

1. A social assistance applicant or recipient or the Director of Social Services can appeal a decision made by the Social Assistance Appeal Committee.
2. If the appellant or the Director wish to appeal the decision of the Social Assistance Appeal Committee to the next level, the appeal would be directed to the Social Assistance Appeal Board.
3. The Director must either implement a decision of the Appeal Board or apply to the Supreme Court for Judicial Review of it, within 30 days of receiving the decision.
4. If the Director applies for Judicial Review, the Director is not required to implement a decision of the Board, pending the outcome of the review.

REPORTS AND DECISION TRACKING

1. The Appeal Board will table an annual report.
2. Administrative Tracking and Decision Forms will be completed by the officer attending the appeals on behalf of the Director and routed to the Director.
3. The Appeals Coordinator will provide a copy of all decisions directly to the Director.

PROCEDURES

Scheduling of Appeal Hearings

1. Appeals are to be heard in a timely manner and within 30 days of receipt of the 'Notice of Appeal (to the Board)'. All parties are to be given at least 7 days notice of the appeal hearing.
2. Hearings are scheduled on an ad/hoc basis, as required and agreed upon by the Department, Board members and Appeals Coordinator. The hearing dates and times are recorded in a date book (retained at the Whitehorse Social Assistance office), which is updated by the Appeals Coordinator. The approximate time and the location of the hearings are identified in the schedule book as well. The Board will hear between one and two appeals in a half-day period.

Initiation of Appeal

1. When an appellant (applicant or the Director) wants to challenge a decision made by the Appeal Committee, they make a written request to the Chair of the Appeal Board by completing a Notice of Appeal (to the Board).
2. In the Regional Offices, the receptionist/officer faxes the 'Notice of Appeal (to the Board)' including the applicant's phone number and address to the Whitehorse Office. In all instances, the Whitehorse receptionist/officer faxes the Notice to the appeals coordinator. The request for appeal is then deemed to be received by the "Chair" of the Appeal Board.
3. The Receptionist/officer requests client to return to the office in two business days to be advised when the hearing has been scheduled to be heard by the Board.
4. The Appeal Coordinator completes the 'Appeal Hearing Schedule Confirmation' form letter and leaves for client to pick up (retaining copy for file). This notification will contain information pertaining to the client's appeal hearing: date, time, location. This notification is deemed to be notice of hearing provided by the Chair of the Appeal Committee. (Notice should also advise of requirement to have all information submitted to the office for pick up by the coordinator no later than 7 days).

5. The Appeal Coordinator will also provide written confirmation of the scheduled appeal hearing to the Department.
6. In the event that an appellant appeals from outside of Whitehorse, the hearings are normally conducted via telephone conference call. If the appellant chooses to travel to Whitehorse, the Department does not cover the travel expenses of the appellant or their representative.
7. The applicant will be informed (by the receptionist/officer) that they are entitled to appear in person or be represented by an agent or counsel when the appeal is heard.

Prior to Appeal Hearing

Both parties are responsible for ensuring that all the required documentation is made available at least 7 days prior to the hearings. The Coordinator copies and distributes information to the Appeal Board members, Director and appellant (leave in envelope at the office for pick up) no later than 7 days in advance of the scheduled appeal hearing.

Appeal Hearing

1. The Appeal Board is generally comprised of all five members, including the Chair. However, three members constitute a quorum.
2. Hearings generally include the Board members, the client and the Department representative(s). An appellant is entitled to appear in person or be represented by an agent or counsel.
3. An appeal hearing may be held in the absence of the appellant or their representative or the Director or officer if these individuals fail to appear and fail to notify the Chair of their intended absence.
4. The Appeal Board may consider any evidence pertaining to the case, written or otherwise.

Decisions

1. An appeal will be judged based on the relevant sections of the Social Assistance Act and/or Regulations.

2. The Appeal Board will issue a written decision following the appeal either dismissing or allowing the appeal and stating reasons for their decision.
3. The only grounds upon which the Appeal Board may allow an appeal is that the Department has applied the Act or the Regulations incorrectly by misinterpreting or misapplying the law.
4. In cases where the Appeal Board allows an appeal, it will (a) direct the Department to comply with the relevant sections of the Act or the Regulations if there is an amount of assistance specified; or (b) remit the matter back to the Director if the assistance is within the Director's discretion.
5. The decision of the Appeal Board may be changed by the Director, when, in his opinion, the material circumstances of the appellant have changed. Any change by the Director must be by written order and may be appealed.
6. The decision of the Board must be implemented or referred for Judicial Review within 30 days of the decision being rendered by the Appeal Board.
7. If the Department refers the matter for Judicial Review, the Department is not required to implement the decision pending the disposition of the review.
8. The Department Official attending the Hearing will complete the Administrative Tracking and Decision Form and route it with recommendation to the Supervisor/Director.

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**Social Assistance
C.1.
Application for SA**

SUBJECT:
How an Applicant Makes Application for Social Assistance
Social Assistance Regulations, Section 3

POLICY & INTENT

How an individual applies for Social Assistance benefits.

An applicant for Social Assistance benefits must first contact the social services office closest to where they reside. The applicant must then complete the necessary forms and procedures detailed below and provide any additional information required by the officer during an in-office or in-the-home interview.

GUIDELINES

The application or intake process is designed to:

1. provide an assessment of the applicant's needs;
2. determine each applicant's eligibility for social assistance;
3. issue benefits in an expedient manner;
4. make referrals to other resources, as necessary;
5. assist applicants in maximising their potential for self-sufficiency.

The officer or intake officer is responsible for determining financial support. This involves determining eligibility for financial support, determining and issuing initial benefits, advising applicants of their rights and responsibilities, developing and initiating referrals appropriate to the applicant's needs and advising ineligible applicants of other resources.

SCREENING

1. If an applicant requests emergency services the CAO will notify the senior case manager who will determine if the client meet the documented requirements for classification as an 'emergency '

2. If deemed an emergency, the client will attend the first available Intake appointment. If one time only intervention required, the client does not attend the Information Session.
3. If deemed a 'non-emergency', the client will attend the next Information Session.
4. If an applicant is identified with First Nation Status (and head of household) they are referred to Department of Indian Affairs.
5. If the applicant does not reside within the district office boundaries, and does not have an active file, the receptionist directs the applicant to the appropriate Social Assistance office.
7. If the applicant is completely destitute and without means to travel to the appropriate district office, the receptionist asks the applicant to meet with the screener or emergency officer to determine the applicant's needs.
8. When an applicant has an active file in another regional office, and has not moved, but is requesting emergency or temporary financial assistance, the receptionist will check the Client File to confirm the file status and location, and refer the applicant to the screener to determine applicant's needs.
9. If the applicant lives within the regional office boundaries and has a file with an active status, or has been closed for less than 3 months, the receptionist refers the applicant directly to their Case Manager.

EMERGENCY IS DEFINED:

1. Immediate - requires assistance today
2. Used up food bank and /or emergency shelter
3. Power cut off imminent
4. Medical - travel, pharmaceutical
5. Mental Health - in crisis
6. Family violence, e.g., removal pursuant to the Family Violence Prevention Act.
7. Visual impairment.

INFORMATION SESSION EXEMPTION

Persons identified as potential exemptions from the ASU Information Session include:

1. Seniors over 65
2. Mentally challenged - could not comprehend the workshop. A SIL worker may inform the
3. Staff of the person's inability to understand or comprehend. If a SIL is available or assigned they may attend with client
4. Mental health - in crisis
5. Foreign language speaking - no translator available
6. People who have attended an Information session in the last 6 months
7. Transition clients from H-10
8. (2 parent family) - spouse with job and small children with no 'childcare' available
9. (1 parent family) - small children at home with no 'childcare' available
10. physically challenged - example: unable to climb stairs, wheelchair bound
11. Hearing impaired
12. French Information Session required - one on one with French language Social Worker
13. Burial services
14. House fires

INFORMATION SESSION/PRE-INTAKE SESSION

If a person is not excluded from attending the Information Session and is not currently receiving service from ASU, attendance at the ASU Information Session is required. The sessions are conducted on Monday, Tuesday, Thursday and Friday each week. The sessions begin at 9:15 a.m

ACTIVITIES

1. Applicant approaches reception, stating they wish to attend information session. Client Account Officer (CAO) provides of Checklist for the clients.
2. Upon completion of Checklist for clients, reception with check file information for client status, and advised the screener of the status of the file (ie: new, how long file closed)
3. At the Information Session, potential clients will receive information on services and benefits offered by ASU. The information provided to clients is in the attached Appendix.
4. The SR Intake CM meets with Applicants individually to prescreen their needs.
5. The SR Intake CM inquires from applicant if he/she received Social Assistance benefits anywhere in Canada in the last 90 days, or any income in the last 30 days.
6. If an applicant who has an active file in another district office requests benefits, but is not moving:
 - a) SR Intake CM consults with the owning district office, allowing the applicant to discuss circumstances with his/her officer at the owning office if possible.
 - b) the officer from the owning office advises what benefits, if any, are to be issued.
 - c) the SR Intake CM forwards the a Copy of the voucher and any supporting documentation to the owning district office.

- d) Applicants are given the Application for Social Assistance and a checklist outlining documentation required for the Intake appointment to determine benefit entitlement. (i.e.: tax returns, rent receipt, etc.)
- e) Applicants attending the Information Session will be requested to bring the following to their Intake Appointment:
 - ❑ a copy of their resume (if they have one)
 - ❑ Completed Social Assistance Report
 - ❑ Completed Verification of Accommodation form,
 - ❑ Pay stubs and bank statements for minimum of the last 2 weeks
 - ❑ 2 copies of ID for each member of the family
 - ❑ Applicant and Spouse need to attend intake appointment together.

Booking Intake Appointment

1. If the Applicant situation is deemed an 'emergency' an Intake appointment is booked for immediately after the Information Session. Otherwise, an Intake appointment is booked as soon as possible.
2. The application is informed when he/she may meet with the intake Case Manager - the location and time of the interview.
3. All intake interviews occur in the district office unless the applicant is hospitalized, the applicant's mental or physical health makes an office visit a hardship, or in rural areas the applicant has no transportation to the district office.
4. For Clients with a presenting Need, Intake appointments will be scheduled by the senior case manager within the next 2 business days following attendance at the Information.
5. Applicant's exempted from the information session proceed directly to an Intake appointment provided by senior case manager
6. The senior case manger assigns an intake case manager and the date of the appointment. The Intake Calendar remains in the Reception area.

3. The Intake Case Manager is responsible for financial support. This involves determining eligibility for financial support, determining and issuing initial benefits, advising applicants of their rights and responsibilities, developing and initiating referrals appropriate to the applicant's needs and advising ineligible applicants of other resources.
3. As part of the eligibility determination process, the Intake Case Manager must interview the applicants and other adult members of the family. The purpose of this interview would be:
 - a) carefully review the application to determine if any additional information is essential for determining eligibility;
 - c) require the applicant to furnish any additional information that they may reasonably be expected to provide;
 - d) obtain from the appropriate source any other essential information that the applicant cannot supply;
 - e) verify the information obtained;
5. Once satisfied, on the basis of available information, that the application is complete, the Intake CM should apply the "budget deficit" method of calculation in accordance with the regulations;
6. when a budget deficit or a need for assistance is established, authorize the issuance of assistance in accordance with the Regulations; and
7. when the budget deficit or a need for assistance is not established, inform the applicant in writing of the reasons they are not eligible and of his/her right to appeal.
8. All information provided should be verified to the full extent possible. For applicants from outside the Yukon it is important to check with other jurisdictions to determine when and if social assistance benefits have been provided, prior to issuing any benefits.
9. A home visit should take place prior to the completion of the eligibility determination process or as soon as possible after.

10. If an extreme emergency or hardship exists that must be attended to prior to the completion of the application process, the officer should document the details, make a recommendation and submit a request for approval.

Activities

1. Applicant arrives at Reception for Intake appointment. To ensure prompt client service, CAO will notify the Intake CM that the applicant has arrived for the appointment.
2. The intake CM reviews documentation provided by applicant, and begins Intake Assessment with all adults of the home present. The assessment includes:
 - a) Financial circumstances;
 - a) Family circumstances;
 - b) Health factors;
 - c) Employment and education history;
 - d) Training plans, if applicable;
 - e) Potential for self-sufficiency
3. ID copies are obtained and copied. Documents must include Social Insurance Number, Drivers' License, at least one photo ID, and birth certificate.
4. Consent and Release form is reviewed and signed. The Intake Case Manager:
 - a) Advises applicants of their rights and responsibilities;
 - b) Informs the applicant of their responsibility to provide all substantiating information about changes in their situation;
 - c) Informs the applicant that failure to provide the documents will result in those benefits lacking substantiation being terminated.
5. The applicant must then complete the necessary forms and provide any additional information required by the officer during an in-office or in-the-home interview.

6. Application for Social Assistance form YG(1093)CT2 is printed and signed by applicants.
 - a) Have the applicant (and spouse) read the Declaration for Applicant on the form, If necessary, the intake officer reads the Declaration to the applicant.
 - b) Review the meaning of the Declaration so it is clear the applicant(s) full understand their rights and responsibilities
 - c) Ensure that the applicant (and spouse) and intake case manager sign the application.
7. The intake CM advises applicant if they are eligible for SA benefits. If the client is eligible, the intake worker advises the client when to expect their first cheque.
8. If client is not eligible for SA benefits the case manager:
 - a) Explains clearly to the applicant why the applicant is ineligible for benefits.
 - b) The intake CM will advise the client of their Right to Appeal (verbally) and follow-up by sending an ineligibility letter.
 - c) Inform client of any other resources that may be suitable to meet presenting needs.
9. If the client has not provided necessary documentation, the intake worker advises that no further processing of the request for SA benefits will occur until documentation is received or advises client that partial /split payment will be issued.
10. If the client is eligible for Social Assistance benefits, the Intake CM assesses urgency of need to determine method of benefits payment (Cheque or Purchase Authorization and Invoice) and method of disbursement (mail or pick-up).
11. The Intake CM informs the applicant of the method of payment and disbursement.
12. The Intake Case Manger explains the purpose of the Client Reporting Card, and the importance of proper completion.
13. The Intake Case Manger begins a Case Plan with the client:

- a) Inform the applicant of any appropriate programs and services that are available ie. Employment and Training Services, Family Maintenance, or Family and Children's Services;
 - b) identify appropriate resources external to the department and provide information to assist the applicant with the referral, ie. Transition Home, and Yukon Family Services.
 - c) Employment Assessment: referral to Employment Readiness Scale (Mandatory) and/or Employment Central for Employment and Training Services worker if necessary.
 - d) assist applicants with a Self Sufficiency Plan which helps the applicant to work towards independence.
14. The Intake Case manager informs the applicant of their name and phone number to contact while the file is being assigned to Long-term caseload.
15. Intake appointment concludes. The intake CM develops an initial case plan and completes case Complexity Rating* on Case Cover screen. Where the Intake worker has made an initial decision that the client is 'employable' and the client does not have a current resume, a referral to **ERS** and **Employment Central** will be completed as part of the case plan.
16. The case manager ensures that all required information has been gathered and any supporting documents requested through from external agencies have been received prior to case assignment. All documentation from outside sources will be scanned and indexed to client file.
17. Upon completion of Intake package, the intake package is forwarded to the Verification Officer.

FILE TRANSFER

NOTE: For clients, who do not present with a financial need, see *Developmental Disability Manual*

NOTE: Where the Director is satisfied that an emergency (**S.17**) or an urgent but temporary (**S.27**) condition exists, he may authorize the provision of assistance prior to the completion of eligibility determination.

Revised December 6, 2004

**Social
Assistance
C.3.
Application for
SA**

SUBJECT:
Head of Household
Social Assistance Regulations, Section 4 & Section 9

POLICY & INTENT

The Regulations state that an application for social assistance is made on behalf of a family must be made by the head of the family.

If there are two adults in the applicant's household, then the primary income earner will be designated as head of household.

Where the officer is satisfied that for a good reason, the head of the family cannot apply for assistance, he/she may accept an application from another member of the family or from some responsible person on behalf of the family.

As noted in Section 9 of the Regulations, persons eligible for assistance from other income assistance agencies are referred to that agency, For example, CPP or other pension resources, status 1st Nation applicants are referred to D.I.A. or their respective First Nation.

Where there are two adults in the applicant's family and both are Status within the meaning of the Indian Act, or there is a single adult who is Status, or where the primary income earner is Status within the meaning of the Indian Act, then the applicants must apply at Indian Affairs, a First Nation's office, or an office designated by them. (See Policy D.13).

Given that the file is set up under the head of household, the head of household should remain constant from month to month unless circumstances warrant making a change.

There may be situations where the head of household cannot apply for assistance on behalf of his/her family (e.g. mental health issues). In these situations, the officer should be certain that the person applying is a bona fide representative of the applicant and legal documentation may be necessary.

Revised December 3, 2004

**Social Assistance
D.1.
Eligibility**

SUBJECT:
Eligibility Determination
Social Assistance Regulations, Section 6

POLICY & INTENT

Eligibility determination process once all the application forms have been provided.

GUIDELINES

Once the application documentation has been received, the officer should:

1. carefully review the application to determine if any additional information is essential for determining eligibility;
2. require the applicant to furnish any additional information that they may reasonably be expected to provide;
3. obtain from the appropriate source any other essential information that the applicant cannot supply;
4. verify the information obtained;
5. once satisfied, on the basis of available information, that the application is complete, the officer should apply the "budget deficit" method of calculation in accordance with the regulations;
6. when a budget deficit or a need for assistance is established, authorize the issuance of assistance in accordance with the Regulations; and,
7. when the budget deficit or a need for assistance is not established, inform the applicant in writing of the reasons they are not eligible and of his/her right to appeal.

Where the Director is satisfied that an emergency (S.17) or an urgent but temporary (S.27) condition exists, he may authorize the provision of assistance prior to the completion of eligibility determination.

GUIDELINES

1. As part of the eligibility determination process, the officer should interview the applicants and other adult members of the family. The purpose of this interview would be:

- a) carefully review the application to determine if any additional information is essential for determining eligibility;
- b) require the applicant to furnish any additional information that they may reasonably be expected to provide;
- c) obtain from the appropriate source any other essential information that the applicant cannot supply;
- d) verify the information obtained;
- e) once satisfied, on the basis of available information, that the application is complete, the officer should apply the "budget deficit" method of calculation in accordance with the regulations;
- f) when a budget deficit or a need for assistance is established, authorize the issuance of assistance in accordance with the Regulations; and,
- g) when the budget deficit or a need for assistance is not established, inform the applicant in writing of the reasons they are not eligible and of his/her right to appeal.

Where the Director is satisfied that an emergency (S.17) or an urgent but temporary (S.27) condition exists, he may authorize the provision of assistance prior to the completion of eligibility determination.

1. It is necessary to enter all the data into the computer before actually determining eligibility. In most cases it is useful to do this with the applicants in the office.
2. All information provided should be verified to the full extent possible. For applicants from outside the Yukon it is important to check with other jurisdictions to determine when and if social assistance benefits have been provided, prior to issuing any benefits.

3. A home visit should take place prior to the completion of the eligibility determination process or as soon as possible after.
4. If an extreme emergency or hardship exists that must be attended to prior to the completion of the application process, the officer should document the details, make a recommendation and submit for the Director's approval by way of a Tracking Form.

For procedural details on the intake/application/eligibility determination process, please see Section C, Applying for Social Assistance Benefits.

Revised December 6, 2004

**Social Assistance
D.3.
Eligibility**

SUBJECT:
Temporary and Transient Assistance
Social Assistance Regulations - 9, 11, 17, 27.

POLICY & INTENT

To ensure an effective and responsible response to the emergencies of persons determined to be transient.

POLICY

All requests for assistance involving food, clothing, shelter and medical needs for those determined to be transient will be responded to by the Social Assistance program, provided the services are not available through other public or private agencies.

DEFINITION OF TRANSIENT, STRANDED OR HOMELESS APPLICANT

A person is transient, stranded or homeless when they have no fixed address and do not intend to establish residence in the Yukon.

1. Applicants meeting the definition must otherwise qualify for benefits.
2. Transient individuals and families who were assisted elsewhere for the same service period will not, normally have this assistance duplicated.
3. Applicants who are non-citizens are not eligible for any social assistance benefits.

ACTIVITIES

1. All transient applicants are referred to the information session and scheduled for first available intake appointment.
2. If a transient applicant states that they intend to reside permanently in the Yukon then they are not considered transient.
3. Generally, priority shall be given to families, the ill and the disabled when scheduling appointments.

4. A supervisor may be consulted if the case manager is uncertain about whether or not the applicant is a transient.
5. When making referrals for emergency shelter, the case manager shall ensure that family members are not separated.
6. When transient assistance is requested, the case manager should make a referral(s) to available emergency shelter, food banks and other appropriate community services that exist.
7. Applicants may be eligible for emergency travel, food, accommodation or emergency medical services including prescription drugs, emergency dental or optical costs and other health care needs.
8. Persons from other jurisdiction visiting Yukon friends or family are not eligible for benefits.
9. A new intake is required if the applicant returns for benefits after four weeks.
10. Family and Children's Services should be advised of any family traveling with children, if in the opinion of the case manager there may be child welfare or custody issues outstanding in previous jurisdiction(s) of residence. (See Interagency Child Protection Reporting Protocol).
11. An applicant should not be counselled, encouraged or provided with benefits to travel to another jurisdiction simply for income assistance benefits from the receiving jurisdiction.
12. The decision to provide relocation benefits to transient applicants is based on the case manager's determination that relocation is probably in the best interest of the applicant.
13. If a transient applicant has applied for reasons other than unemployment or destitution, e.g., illness or safety considerations, the unique circumstances should be discussed with a supervisor prior to approval(s).
14. Any appeal involving a transient should be forwarded to the supervisor to determine if the appeal is warranted.
15. Non citizens may be referred to other social services, e.g., the shelters.

16. Person's eligible for services from other local agencies should be referred to these agencies, e.g., DIA or agents.

PAYMENT AND METHOD OF PAYMENT

1. In the absence of available shelter and other community resources, the case manager may provide assistance until the next available intake appointment.
2. Any assistance received from another jurisdiction must be considered income when determining eligibility.
3. If income results in a budget surplus an applicant will be ineligible for assistance. However, if the ineligible transient applicant with a budget surplus indicates the intention to reside in the Yukon, then assistance may be delivered according to Regulation 17 or Regulation 27 and associated policy.
4. Assistance will be issued to a transient on a one-time-only basis by way of Authorization Orders.
5. Transient person(s) relocating out of the Territory by way of a personally owned vehicle may receive up to \$180 for fuel and \$30 per person for food.
6. Transient person(s) relocating out of the Territory who do not own their own vehicle may be provided with the current bus fare(s) to the receiving jurisdiction. Such recipients may be provided with \$30 per travel day for food.
7. For Transient persons who make their own arrangements for travel may be provided with \$90 for such costs.
8. An agreement to repay shall be signed by the applicant and case manager stipulating that the benefits will be repaid should the applicant return to the Territory.

Revised December 3, 2004

**Social Assistance
D.4.
Eligibility**

SUBJECT:
*Applicants Under the Age of 19
Age of Majority Act
Social Assistance Act, Section 8
Social Assistance Regulations, Section 4(6)*

POLICY & INTENT

An applicant who is under 19 years of age is eligible for assistance only if:

1. they are living apart from their parents because living with their parents is not a practical alternative, because of the parents' refusal, or inability for reasons other than financial, to care for the applicant, or
2. they have been living apart from their parents and have been self-supporting for a period before there has occurred a change of circumstance that makes them a person in need and that was unforeseeable when they began to live apart from their parents;
3. The Director may refuse to pay assistance to a person under 19 years of age if on reasonable grounds the Director believes that the person's parents are a practical resource for the person's support, whether they are with or without assistance under these Regulations. And also if the person is unreasonably refusing that support, or is unreasonably refusing to take legal action to enforce the parent's obligation to support them.

It is the policy of the Department to insist that the applicant pursue maintenance.

1. Under Yukon Legislation, parents are financially responsible for their children until they reach the age of majority (19). Therefore, one of the first items that must be dealt with when a person under the age of 19 applies for social assistance, is whether the parents have the ability to care for, or provide support for the applicant. In order to determine this, it will be necessary for the officer to conduct an in-depth assessment and to interview the parent(s).
2. In determining whether parents have the ability to provide care, an officer should consider the level of risk to the youth in returning home, and the ability of the parents to provide a reasonable living environment for the youth.

3. If the parents have the ability to provide support for the youth, then the applicant should be referred back home and offered counselling support if necessary.
4. If the parents refuse or do not have the ability to provide support for the applicant, then the applicant may be assessed for eligibility for benefits as provided in the Regulations and in this policy.
5. The department is very reluctant to allow someone 16 years of age or under to come onto social assistance. If a youth 16 and under applies for assistance the following steps are followed:
 - a) The youth is interviewed and asked as to why they can not or will not live at home.
 - b) The parents are contacted and informed that their child is attempting to apply for social assistance. They are asked to come to an interview where we attempt to discover why the child is not living at home. In all cases, the preferred option would be for the parent and child to resolve their difficulties so the child can return home.
 - c) If there is no immediate resolution; i.e., child returning home, all parties are informed that we will be referring the file to Family and Children's Services for investigation to determine if there is a protection issue.
 - d) The applicant and the parents should be advised that parents are financially responsible for their children until they reach the age of majority. It would be preferable for the parents to voluntarily contribute the total amount that the youth would receive under social assistance. Failing this, it would be desirable to work out some form of voluntary maintenance by the parents for the youth, but if this is not possible, the parents would be advised that the Director will likely be pursuing maintenance through the courts.
 - e) As part of eligibility determination, the applicant must complete the Maintenance Questionnaire prior to receiving benefits and co-operate with Legal Services on an ongoing basis in seeking Maintenance.
 - f) Applicants under the age of 19 should be encouraged to remain in school, and as part of the eligibility determination process, should provide documentation from the school to indicate their support and agreement with this plan. Failing this, the applicant must otherwise complete a Self- Sufficiency Plan and comply with the Department's employment policies.

- g) Applicants under the age of 19 must find room and board arrangements, rather than apartments or hotel rooms, and be under adult supervision.
- h) In many instances, officers who work with youth in receipt of social assistance benefits, are placed in a quasi-parental relationship with the recipients. The casework service in most instances must go beyond the usual business of determining financial need and arranging financial assistance. The recipient may also require considerable support services including counselling, life-skills, monitoring, guidance, etc.

Revised December 3, 2004

**Social Assistance
D.5.
Eligibility**

SUBJECT:

Applicants With Young Disabled Children
Social Assistance Regulations 5(1)(a) & 5(3).

POLICY & INTENT

This policy clarifies which applicants may be exempted from seeking employment because they are parenting young or disabled children.

As set out in Section 5(3) of the Regulations, any applicant who is taking care of one or more of his or her own children under the age of 6 years, or applicants with a child of any age with a severe disability, are exempt from seeking employment.

ACTIVITIES

1. Many applicants who will be exempt under this policy may still choose to seek employment, training, or otherwise help themselves become self-sufficient and they should be encouraged and supported to the full extent possible.
2. Even though applicants may be exempt under this policy from seeking employment, they will still benefit from "welfare services" which will help them prepare for the time they are no longer exempt from seeking employment.
3. When there are two adults in the applicants family, one adult may be exempted but the other adult must demonstrate that they are seeking employment, rehabilitating themselves, or otherwise moving the family towards self-sufficiency.
4. Any applicant requesting an exemption by virtue of having a 'severely' disabled child will be required to provide an assessment completed by a qualified medical practitioner or by another qualified professional. On a case by case basis assessment costs may be assumed by the Department.
5. In evaluating 'severity' of a disability as it relates to the Regulations, the following criteria will be used:
 - a) Is the restriction long term? 'Long term' means a condition that has lasted or is expected to last six months or more.

- b) Is there alternate appropriate childcare available?
 - c) Is alternate appropriate care affordable?
 - d) Are there available devices that would eliminate the limitations brought on by the disability? Are they available and affordable?
 - e) Are there other special conditions that must be taken into account? Special considerations could be the acquired skills of the parent vs. the needs of the child vs. the effect of substituting the parent with another care giver and the effect on the child.
6. All requests for exemption by virtue of having a severely handicapped child should be documented, accompanied by the assessment and the recommendation of the officer, and submitted to the Social Services Review Committee for approval.
7. During the period where the issue of qualification for exemption is under review, the applicant will not be required to seek employment or training.

Revised December 3, 2004

**Social Assistance
D.6.
Eligibility**

SUBJECT:

Applicants Who are Locked out or on Strike
Social Assistance Regulations, Section 5(1)(a)

POLICY & INTENT

Individuals who have lost their usual source of income due to an industrial dispute/strike are not eligible for social assistance.

The Government will remain neutral in cases of labour disputes, and will avoid any support that could be interpreted as government intervention on behalf of one party to a labour strike.

GUIDELINES

1. The following applicants fall under this policy:
 - a) Union and non-union personnel who have lost their usual source of income due to a strike.
 - b) Union personnel who have been legally locked out at their place of employment.
 - c) Individuals who refuse to cross the picket lines in support of another unions strike action.
 - d) Persons who are applying for assistance, once the strike has ended, to cover expenses incurred during the strike are not eligible.
 - e) Union or non-union individuals who have been laid off work due to lack of work caused by the strike of another union, may be assisted. Eligibility will be determined by observing all regular eligibility criteria.
2. Individuals on strike, who prior to the strike were in receipt of a supplement to their income from social assistance, will remain eligible for that supplement, and will continue to receive the amount of supplement issued in the month prior to the strike.

3. Individuals ineligible due to strike action may be eligible for benefits as prescribed in Policy G.3.2, Emergency Social Assistance.

Revised December 3, 2004

**Social Assistance
D.7.
Eligibility**

SUBJECT:
*Applicants who are Self-employed
Social Assistance Regulations, Section D*

INTENT

Self-employed applicants are conditionally eligible for social assistance.

GUIDELINES

1. Normally, a person who is working or otherwise employed would not be eligible for social assistance benefits, except in unusual circumstances. Nevertheless, it is the Department's policy to support and encourage self-employment as a means of self-sufficiency. However, the Department is careful to ensure that social assistance is not used in the absence of unemployment insurance by the self-employed.
2. A self-employed individual may be eligible for social assistance benefits if they otherwise qualify under the Regulations and as provided in this policy.
3. A self-employed person may have personal property up to \$5,000 exempted in their application for social assistance benefits if this personal property is needed to carry on a business. Further, if there is personal property in excess of \$5,000, a self-employed person may be eligible for social assistance benefits as an advance with an Agreement to Repay.
4. Emergency Social Assistance may be provided in order to prevent or alleviate risk to health and safety, if an applicant does not qualify for regular benefits.

GUIDELINES

1. A reality of living in the Yukon, and in these economic times, is that there are people who can sustain themselves through self-employment for periods of time, but occasionally need either emergency assistance or assistance for short periods of time to see them through periods of minimal work or serious financial problems. These include trappers, placer miners, various trades (painting, roofing, carpentry, etc.).
2. In the event that a self-employed person makes an application for social assistance, they should be encouraged toward alternative financial remedies,

including personal loans, bank loans, credit or disposal of liquid assets. Assets that are not liquid, such as equipment, should be utilized for collateral for loans whenever possible.

3. In order to determine eligibility, it is necessary to closely examine recent financial statements. Monthly bank statements and the income statements will disclose cash flow and how much the business is bringing in and related expenses. The balance sheet will disclose assets and liabilities of the business.
4. For purposes of determining eligibility, a person may have \$5,000 exempted for personal property (e.g. tools) if the personal property is required to carry on the business. If the applicant has in excess of \$5,000 in personal property and they would otherwise qualify, the applicant may be provided benefits in accordance with other sections of the Regulations in the form of an advance with an Agreement to Repay, subject to Guideline 5.
5. It is the responsibility of the applicant to substantiate that every effort has been made to make maximum use of their resources. Regulation 19 provides for a reasonable period, not to exceed 90 days, to convert any liquid assets (including placer mining claims) into cash, provided that the conversion does not produce a loss greater than 25% of their reasonable market value.
6. For purposes of determining eligibility or whether there is a budget deficit, the net monthly income of the business should be used. The net income should provide for a reasonable level of expenses within the business.
7. Where no available financial remedies or resources exist, and in the opinion of the officer there is a risk to health or safety to the applicant or his/her family, benefits may be provided under Policy G.3.2, Emergency Social Assistance.
8. While in receipt of social assistance the applicant must comply with the Department's policies on employment and must actively be searching for work in order to qualify for continuing eligibility.

Revised December 3, 2004

**Social Assistance
D.8.
Eligibility**

SUBJECT:
Applicants Attending School
Social Assistance Act, Section 8(k)
Social Assistance Regulations, Section 5(1)(a), Schedule
A, Section J(1), and Schedule B, Section E

POLICY & INTENT

The Social Assistance Program is not intended to fund post-secondary education. The Department may support an applicant to take part in upgrading courses (e.g. to get high school diploma or trade specific enrichment) or training programs while in receipt of social assistance benefits, on the proviso that (a) the course or program is part of an approved self-sufficiency plan, (b) it is of a very short duration, (c) it will lead directly to self-sufficiency. The applicant must also exhaust all possible financial resources available to them.

GUIDELINES

1. Recipients will not be exempt from seeking employment while attending upgrading or training unless it is the opinion of the officer that extenuating circumstances exist that precludes employability. All requests for upgrading or training must be part of a self-sufficiency plan approved by the Director in advance, be of no more than two semesters in duration, lead directly to employment or self-sufficiency and will only be approved subject to the applicant exhausting all available financial resources. The applicant must either attend the program full-time or attend the program part-time and work part-time.
2. Where there are two adults in the applicants family, the Department may support both adults attending a course or training program at any given time. As stated in (1) neither adult will be exempted automatically from seeking employment. Requirements for employment will be evaluated individually and based in part upon course requirements.
3. Courses and programs must be of a short term duration (i.e., not more than two semesters in length), must be economical and lead directly to employment or self-sufficiency. The Department will not provide social assistance benefits to any applicant registered in any post-secondary programs.

4. There may be cases where the recipient may be enrolled in a course as part of their upgrading/training program that is post-secondary in nature. They would still be considered eligible under this policy if the total program they are involved in is clearly not post-secondary in nature.
5. As the social assistance program is the funder of last resort, applicants attending upgrading or training courses must exhaust all financial resources available to them. That is, they must apply for (a) all YTG training allowances and grants; (b) all HRDC programs, grants, allowances and assistance; (c) CFYN education funding and (d) Canada Student Loans. All cash inflow will be factored in to the monthly budget. For the Canada Student Loan, the applicant may choose to have it applied in its entirety when received or have it averaged out over the school term that it applies to and factored into the monthly budget. For example if \$2,400 in Canada Student Loans is received in January, it may be applied at \$600 per month to the budget (school term of January to April) or applied in its entirety to the February and possible March budget, depending on the average budget of the applicant prior to attending the program. In all likelihood the recipient will not be eligible for funding because of the nature of the programs.
6. All applicants under this policy must otherwise first qualify for supplementary benefits under Schedule B. Normally, the Department will cover the cost of tuition, registration, books and related expenses on the proviso that they cannot be paid from any other source. Additional travel and child care expenses may be covered if required and approved in advance.
7. The Department will not fund post-secondary courses, correspondence courses or personal interest / recreational courses (i.e., cooking courses, mountain bike riding, etc.) under this policy. Unless they comply with the conditions set out in (3).
8. Any approved upgrading or training must be the least expensive alternative available in the community.
9. Applicants are advised to discuss alternatives with their officer as early as possible. Requests for approval and/or funding must be made at least two weeks in advance of the program. Counseling is available for applicants who require it.

Revised December 3, 2004

**Social Assistance
D.9
Eligibility**

SUBJECT:

Applicants who may be Eligible for Maintenance Payments
Maintenance and Custody Orders Enforcement Act, Section 4
Age of Majority Act
Family Property and Support Act
Social Assistance Regulations, Section 5(1)(a)

POLICY & INTENT

All persons applying for social assistance benefits are expected to pursue and secure financial resources available to them, and this includes pursuing maintenance. Therefore, applicants must take the necessary steps to seek or enforce the payment of maintenance. This includes parents seeking maintenance for dependent children and persons under 19 years of age pursuing maintenance from their parents.

The Legal Services Branch of the Department of Justice has the responsibility for assisting social assistance applicants in obtaining a Maintenance Order.

The Maintenance Enforcement Program of the Department of Justice (YTG) have the responsibility to assist social assistance applicants in enforcing Maintenance Orders.

GUIDELINES

1. At the time of application the officer should inform the applicant of their responsibility to seek and enforce a court order for the payment of maintenance.
2. Where there is a valid legal separation agreement in existence which provides for the payment of maintenance, the applicant must file this agreement with the Maintenance Enforcement Program prior to any benefits being provided.
3. Where there is no valid legal separation agreement available, or where the Maintenance Enforcement Program determines that the existing agreement is not sufficient, the applicant must complete the Maintenance Questionnaire - YG(3710Q), prior to any benefits being provided. This application must be forwarded as quickly as possible by the officer to the Legal Services Branch of the Department of Justice (YTG).

4. The length of time it actually takes to either obtain a Maintenance Order and/or to have it enforced varies greatly and is in most instances beyond the control of the applicant.
5. Therefore, an applicant will be eligible for benefits under the Regulations during this waiting period as long as the applicant is not causing any undue delays in the pursuit of maintenance.
6. There may be instances where the applicant refuses to pursue maintenance for safety reasons. In these instances, the officer should substantiate and verify the claim and should request an exemption from the Director by way of a Tracking Form. The Department will pay for reasonable expenses necessary for the enforcement of maintenance. These include such expenses as one-half the cost of lab fees for paternity testing and reasonable expenses related to travelling to Court. In all instances, the officer should request authority for such expenditures in advance from the Director by way of a Tracking Form.
7. Once the Department of Justice has initiated the process of either obtaining a court order for maintenance or the enforcement of an Order, the social assistance file will remain open until the process is complete, even if an applicant is not in receipt of other social assistance benefits.

NOTE: The Maintenance and Custody Orders Enforcement Act, Section 4(6), enables the Director of Social Services to file maintenance orders in favour of recipients and have that order enforced by the Director of Maintenance and Custody Enforcement.

Revised December 3, 2004

**Social
Assistance
D.10
Eligibility**

SUBJECT:
Applicants Who are Employable
Social Assistance Regulations, Section 5(1)(a)

POLICY & INTENT

Expectations of employable applicants.

Employable persons who may be eligible for social assistance are expected to seek, accept and keep employment, or training, or rehabilitation.

GUIDELINES

1. Applicants who are considered employable are required to make all necessary efforts to seek self-sufficiency. To accomplish this they will be required to:
 - a. participate in the design of and follow a self-sufficiency plan;
 - b. complete a monthly job search;
 - c. use the service provided by the Canada Employment Centre or other programs where they are available; and,
 - d. if not job ready, engage in counselling, up-grading, re-training or other programs to reach a state of employability.
2. If an employable applicant:
 - a. refuses to take employment without just cause;
 - b. is not actively seeking employment;
 - c. quits employment or training without just cause; or
 - d. fails to take advantage of opportunities to make themselves job-ready, he/she will be considered eligible for emergency social assistance only (i.e., food and shelter).

3. The decision to reduce benefits to applicants who have not availed themselves of every opportunity to become self-sufficient will be made by the supervisor upon reviewing the recommendation of the officer.
4. The applicant will be given written notice that his/her social assistance for the next period will be reduced, the reason for the decision, and his/her right to appeal.

Applicants who have had their benefits reduced under this policy will be eligible for regular benefits upon demonstrating that they have taken all necessary steps to become self-sufficient.

Revised December 3, 2004

**Social Assistance
D.11
Eligibility**

SUBJECT:

Applicants who are not Canadian Citizens
Social Assistance Act, Section 8(c)
Social Assistance Regulations, Section 5(1)

POLICY & INTENT

Procedures for applicants who are not Canadian citizens.

All applicants who are Canadian citizens are eligible to apply for social assistance benefits under the Regulations.

All applicants who are not Canadian citizens but who are landed immigrants or official refugees may apply for social assistance benefits providing they have the proper documentation from the Federal Government.

GUIDELINES

1. The officer must determine the nationality of the applicant and all family members.
2. The applicant to satisfy the officer of the nationality of the applicant and all family members must provide adequate documentation. This would include citizenship papers, immigration documentation, social insurance cards, visas, etc.
3. In all instances where the officer is not sure of the nationality of the applicant, the officer should consult with the Department of Immigration.
4. There may be instances where an applicant is not eligible for regular benefits because of their nationality, but in the opinion of the officer an emergency or health or safety situation exists. In these instances the officer may provide benefits sufficient to remove the risk to health or safety, on the recommendation of the Department of
5. There are, essentially, four general categories of immigrants to Canada, namely Refugee, Family Class, Independent, and Business. A relative in Canada has sponsored all persons who qualify to come to Canada as A member of the Family Class. A private group has also sponsored sometimes Refugee immigrants.

Sponsoring a family member or a refugee as an immigrant involves the signing of an agreement referred to as an Undertaking of Assistance. The Undertaking of Assistance signed by a sponsoring relative in Canada contains the following two statements, among others. "I will provide or assist in providing (as required) adequate lodging, care and maintenance for my family members named on this undertaking for the period determined by an immigration officer. I understand that this period may be for as long as ten years". "I will provide financial assistance to the family member(s) named on this undertaking so that they will not require financial assistance from any federal or provincial assistance program."

6. For immigrants who have sponsors, it is the responsibility of the sponsors to financially support a sponsored immigrant should it be necessary. The officer should in the first instance attempt to contact the sponsor and remind them of their financial responsibility to support the applicant. If the sponsor is unable or unwilling to provide support, the officer may assess and provide social assistance benefits to the applicant as otherwise provided in the Regulations.
7. If social assistance benefits are provided to a sponsored immigrant, the Department of Immigration must be advised. Additionally, the Director must be notified so that the Department can take legal action to recover this amount from the sponsor.

APPROVAL

Services for non-citizens are approved in advance by the Director.

Revised December 3, 2004

**Social Assistance
D.12
Eligibility**

SUBJECT:

Applicants who may be Eligible for E.I. Benefits
Assignment of Benefits Agreement between the Governments
of the Yukon and Canada

POLICY & INTENT

Authorizing social assistance benefits for applicants waiting for Employment Insurance benefits.

The Federal-Territorial Assignment of Benefit program is to minimize dual E.I-Social Assistance payments and to recover from E.I. social assistance benefits issued by Social Services for periods during which UI benefits were, or are, payable.

GUIDELINES

1. CEIC places a high priority on the prompt payment of benefits to which claimants are entitled. Occasionally, however, for various reasons, payments may be delayed and some claimants are forced to request temporary financial assistance from social services while waiting to receive unemployment insurance benefits.
2. Given that social assistance may only be issued when all other financial resources have been utilized, any person who is eligible for Employment Insurance must apply for those benefits prior to their application for social assistance.
3. If, after having applied for Unemployment Insurance benefits, it is determined that there may be a delay in determining eligibility or in the receipt of benefits and an applicant would otherwise be eligible for social assistance under existing regulations, an application for social assistance may be processed.
4. However, if an applicant is eligible for Unemployment Insurance benefits and receives social assistance, they may be in a position of receiving dual benefits (E.I. and Social Assistance) for any given period of time.

5. In order to ensure that dual benefits are not received, an "Assignment of Benefits", in accordance with the Assignment of Benefits Agreement, must be taken prior to the processing of any social assistance.

PROCESS

1. When an applicant applies for social assistance, the officer must ensure that the applicant has applied for any Employment Insurance benefits to which they are entitled. This may be done through the use of a Release of Information Form YG (1734Q).
2. If an applicant is eligible or may be eligible for Unemployment Insurance benefits at the time of application, the officer will explain the nature of dual payments. That is, a person may not be in receipt of two payments for the same time period. Thus, the social assistance is a loan or advance against any U.I benefits they may be eligible to receive for that time period, and will automatically be deducted from future E.I. payments.
3. If an applicant is eligible for social assistance, the officer must complete an Assignment of Benefit Form (INS 3113) with the applicant, and have the applicant sign the form prior to processing any social assistance payments. Procedures set out in the Assignment of Benefit Agreement must be followed.
4. An Assignment of Benefit Form (INS 3113) must be completed and processed each time a social assistance payment is processed.
5. Completed Assignment of Benefit Forms are batched and sent to the Unemployment Insurance Commission on a weekly basis by the Branch and thus should be processed at the same time as the D.D.S.,

Revised December 3, 2004

**Social Assistance
D.13.
Eligibility**

SUBJECT:

Applicants who are Entitled to Benefits Under the Indian Act
Social Assistance Regulations, Section 9

POLICY & INTENT

Applicants who might be eligible for benefits under the Indian Act.

Applicants who are eligible for benefits under the Indian Act for the equivalent of social assistance benefits shall not be eligible to receive assistance under these Regulations.

GUIDELINES

1. Any First Nation's applicant who has their 'Status' under the Indian Act and is the head of the household must apply for Social Assistance benefits through the Department of Indian Affairs, a First Nation's office or an office designated by them.
2. Any First Nation's applicant who does not have their 'Status' under the Indian Act and who is the head of household may apply for benefits from YTG Social Services, subject to other provisions in the Regulations.
3. The 'head of household' is defined as the primary income earner. Thus, in single parent families it is the single parent who is the primary and sole income earner. Where there are two adults in the applicants family, the primary income earner is that person who is currently working or who last worked in a regular and sustained way. Thus, if you have two adults in the family and if the primary income earner has their 'Status' under the Indian Act, they must apply at Indian Affairs, a First Nation's office or an office designated by them; if the primary income earner does not have their 'Status' then the family may apply for benefits from YTG Social Services.
4. Irrespective of who the head of household is, any benefits provided to persons who have their 'Status' under the Indian Act, will be submitted to the Department of Indian Affairs for reimbursement. Officers must be sure to complete the documentation by designating those applicants who are eligible for benefits under the Indian Act.

5. The officer must clarify with any applicants whether they have 'Status' under the Indian Act. If the officer is unsure, then permission should be obtained from the applicant and all information verified with the Department of Indian Affairs prior to benefits being provided.

6. If the officer is unsure of who the primary income earner is, he/she should, after obtaining permission from the applicant, clarify the issue with the Department of Indian Affairs prior to issuing benefits so as to avoid a situation where duplication of benefits may be issued.

Revised December 3, 2004

**Social Assistance
D.14.
Eligibility**

SUBJECT:

Applicants who have Apparent Substance Abuse Problems
Social Assistance Regulations, Section 5(1)(a)
Social Assistance Regulations, Section D.14

POLICY & INTENT

How to serve applicants with apparent substance abuse problems.

Any person intoxicated or under the influence of a banned or illegal substance will not be provided services.

Applicants with apparent substance abuse problems will be referred to Alcohol and Drug Services for assessment or treatment as a condition of eligibility.

GUIDELINES

1. If a person presents themselves in the office in an apparently intoxicated state the officer will advise the applicant that it is the Departmental policy not to provide services to persons intoxicated or under the influence of banned or illegal substances. The officer should ask the person to return for services once the person returns to a sober state.
2. Caution should be exercised at all times when dealing with an intoxicated person. If the person becomes hostile or aggressive the officer should seek assistance from either a co-worker or the RCMP.
3. For applicants who have presented themselves in an apparently intoxicated condition or where there is reasonable grounds to believe the applicant has a substance abuse problem, they should be referred to Alcohol and Drug Services for assessment and/or treatment.
4. For applicants who have presented themselves in an apparently intoxicated condition or where there is reasonable grounds to believe the applicant has substance abuse problems, the officer should provide benefits by way of direct third party payment or voucher until such time as the applicant can demonstrate that they are rehabilitating themselves or receiving counselling for ADS.

REFERRAL TO ADS

In order to refer an applicant to Alcohol and Drug Services, a 'Release of Information Form' should be signed by the applicant and the referral made by the officer directly by phone, electronic mail or memorandum.

Revised December 3, 2004

**Social Assistance
D.15
Eligibility**

SUBJECT:
Continuing Eligibility
Social Assistance Regulations, Section 12
Social Assistance Regulations, Section 5.

POLICY & INTENT

How an applicant, having received social assistance benefits, continues to receive them.

It is the policy of this Department to reassess eligibility for social assistance benefits on a monthly basis. In order to do this, an applicant must complete the necessary documentation and advise an officer of any change in circumstances of the applicant.

At least once each calendar year, the applicant must complete a new social assistance application form.

In order to qualify for continuing benefits, employable applicants must demonstrate they are actively seeking employment, training or rehabilitation as set out in Policy D.10.

GUIDELINES

1. An applicant must complete the *Client Reporting Card (CRC)* and submit it each month in order to have his or her continuing eligibility assessed.
2. All changes in income, assets, marital status, family size, address, employment status, or other relevant information must be reported, and all sections of the *CRC* must be completed fully and the document signed.

3. All receipts, income statements, or other documents requested by the officer must be attached to the CRC.
4. All employable applicants must attach a fully completed Job Search Form showing that they are seeking employment and to verify that they have attended programs and services outlined in their self-sufficiency plan.

PROCESS

1. The officer is to assess eligibility for continuing assistance and to process a benefits cheque within 7 days of the receipt of the CRC.
2. Incomplete or inadequate CRC's are to be returned to the applicant with an explanation as quickly as possible but not more than 7 days after the receipt of the CRC.
3. The self-sufficiency plan should be reviewed monthly to see what action the applicant is taking towards becoming self-sufficient.
4. Home visits should be made on a regular basis, but minimally once per year, to complete the annual application, to verify information and to provide other casework services.

Revised December 3, 2004

**Social Assistance
D.16
Eligibility**

SUBJECT:
Applicants who Leave the Territory
Social Assistance Regulations, Section 14

POLICY & INTENT

Circumstances an applicant who leaves the Territory may still receive assistance. Assistance shall be discontinued when an applicant leaves the Territory except as provided in the guidelines below.

1. Assistance may be continued with the approval of the Director for a temporary period of time not exceeding six months;
2. When an applicant requires services authorized by the Regulations or care in a foster home or home for special care, the Director may, if such facilities are not available in the Territory, make arrangements with the appropriate agency for such care and services to be provided and for the payment for such care and services.

APPROVAL

In all instances where an applicant leaves the Territory and the officer is of the opinion that benefits in whole or in part should continue to be provided, approval of the Director must be requested.

Revised December 3, 2004

**Social
Assistance
D.17.
Eligibility**

SUBJECT:

Applicants Who Reside in Nursing Homes, Special Care Homes,
Hospitals or Other Institutional Residences
Social Assistance Regulations, Section 22 and Schedule B (Q)

POLICY & INTENT

Additional benefits are available for applicants in nursing homes or special care homes.

1. Any applicant who resides in an approved nursing home or special care home and otherwise qualifies for social assistance benefits, will also receive a comfort allowance of \$125 per month.
2. Any recipient who is hospitalized for a period longer than 30 days will be eligible for the comfort allowance as long as the recipient remains eligible for supplementary social assistance benefits.

ACTIVITIES

1. At the present time approved facilities include MacDonald Lodge, Thomson Center and Macaulay Lodge.
2. If an applicant in one of these facilities otherwise qualifies for social assistance benefits, the officer may add a comfort allowance of \$125 to the applicants budget without further approval.
3. Officers should also refer to Policy D.17, "Applicants in Nursing Homes or Special Care Homes", for additional information on liquid asset exemptions.

NOTE: Persons who are incarcerated in the Justice System are not eligible for financial assistance.

APPROVAL

If a client resides in a dwelling not mentioned above, then supervisory approval is required in advance.

Revised December 3, 2004

**Social
Assistance
D.18
Eligibility**

SUBJECT:

Reduction in Benefits and Disqualification for Social Assistance Benefits
Social Assistance Regulations: 3, 5, 6, 8, 12, 13, 15, 17, 27 and 30

POLICY & INTENT

It is the responsibility of employable applicants to actively seek and accept employment or to be involved in activities towards becoming employable. A n applicant or recipient may be disqualified for eligibility or have benefits reduced because of choices that create barriers or prevent an applicant from seeking and maintaining employment in accordance with Social Assistance Regulations.

APPLICANT'S AND RECIPIENTS WHO MAY BE EFFECTED

1. Applicants or recipients who relocate to areas where employment prospects are unlikely;
2. Applicants or recipients who locate themselves in remote areas making the search for employment and being employed become logistically impossible;
3. Applicants or recipients who refuse to take employment without just cause;
4. Applicants or recipients who are not actively seeking employment;
5. Applicants or recipients who quit employment or training without just cause; or
6. Applicants or recipients who fail to take advantage of opportunities to make themselves job-ready.

EXCEPTIONS

1. Students as defined in ASU policy;
2. Recipients attending treatment or who are hospitalized;

3. Persons who, in the opinion of the case manager/social worker are not job-ready but are engaged in counseling, up-grading, re-training or other programs to reach a state of employability;
4. TSA recipients;
5. Single parents with children under 6 years of age or one of two parents of a child under 6 years of age;
6. Self-employed applicants whose livelihood is likely to lead to self- sufficiency within 3 months;
7. Applicants that can clearly demonstrate they are seeking employment, and/or are successfully attending programs and services outlined in their self-sufficiency plan despite living in remote areas.

PROCEDURES FOR BENEFIT REDUCTION AND/OR DISQUALIFICATION

The case manager/social worker and verification officer must be satisfied that the applicant has placed herself or himself in circumstances that prevent compliance with regulations. This is best achieved by a home or site visit.

Because reducing benefits or disqualification are extraordinary considerations, the applicant needs to understand precisely what is expected for eligibility. The case manager/social worker will be responsible for coordinating the procedures for reducing benefits of a client or disqualifying an applicant.

1. The final decision to disqualify an applicant will be made by the Director after reviewing the recommendation and supporting documentation provided by the manager;
2. Decisions to disqualify service will be recorded and tracked by means of a decision tracking form (DTF);
3. All approvals for disqualifying an applicant will be routed to the Manager for immediate review;
4. The applicant or recipient will be notified in writing of the decision to disqualify;
5. The applicant or recipient will be advised of the appeal process; and.

There may be health and safety issues that rule out immediate disqualification. A grace period of one month may be provided by means of Regulation 17.

ACCESS TO OTHER ASU PROGRAMMING DURING DISQUALIFICATION

The applicant may be eligible for other ASU programs and services such as:

1. Self-sufficiency Planning;
2. Appeal processes;
3. Referrals; or,
4. Shelter services.

DURATION OF REDUCTION IN BENEFITS OR DISQUALIFICATION

In the case of benefit reduction, it will be for the length of time required for the recipient to rectify or address the issues that have led to benefit reduction

In the case of disqualification, it will be for a period of one month. Reinstatement is dependent upon:

1. Recipient relocates to areas where employment prospects are likely;
2. Applicants or recipients who accept employment;
3. There is verifiable job search activities and other evidence that the recipient is actively seeking employment;
4. Recipients take advantage of opportunities to make themselves job-ready, including intensified assessment and case planning with the active case manager/social worker.

RESUMPTION OF SERVICE

After complying with the regulations then service can be resumed following verification of the change in circumstances. A home visit is undertaken before assistance is provided.

LEGITIMATE REASONS FOR A CLIENT WHO QUILTS EMPLOYMENT

The SA program recognizes that there are legitimate reasons or causes for a client who quits employment:

1. Sexual or other harassment.
2. Needing to move with a spouse or dependent child to another part of the country;
2. Discrimination;
3. Working conditions which that endanger their health and / or safety;
5. Having to provide care for a child or another member of their immediate family;
6. Reasonable assurance of another job in the immediate future;
8. Major changes in the terms and conditions of their job affecting wages or salary;
9. Excessive overtime or an employer's refusal to pay for overtime work;
10. Major changes in work duties;
11. Their employer is doing things that break the law;
12. Discrimination because of membership in an association, organization or union of Officers; and,

THERE ARE THREE TYPES OF CAUSES. EACH TYPE REQUIRES A DIFFERENT LEVEL OF INTERVENTION.

1. Reasons requiring little or no intervention:
 - a) Needing to move with a spouse or dependent child to another part of the country;
 - b) Having to provide care for a child or another member of their immediate family;
 - c) Reasonable assurance of another job in the immediate future;
2. Reasons requiring intervention and follow-up with the employee and placement:

- a) Working conditions which endanger health and / or safety;
- b) Major changes in the terms and conditions of the job affecting wages or salary;
- c) Major changes in work duties;
- d) Difficult relations with a supervisor, for which the client is not primarily responsible.

3. Reasons requiring investigations:

- a) Discrimination;
- b) Excessive overtime or an employer's refusal to pay for overtime work;
- c) Sexual or other harassment;
- d) The employer is doing things that break the law;
- e) Discrimination because of membership in an association, organization or union of Officers; and,
- f) Pressures from their employer.

NOTE: Should a recipient appeal a decision to reduce or is disqualified then the reduction of benefits or disqualification may not be implemented until the appeal is heard and a decision rendered.

Revised December 6, 2004

**Social Assistance
E.1.
Assets and
Resources**

SUBJECT:
Financial Resources
Social Assistance Regulations, Section 18

POLICY & INTENT

The Establishment of what constitutes the "financial resources" that must be used in calculating the monthly net income for an applicant.

Benefits under the Social Assistance Act and Regulations will be provided only after an applicant has made maximum use of all the financial resources available to the family.

ACTIVITIES

1. When applying for social assistance benefits, an applicant must disclose all real or potential financial resources available to the family by filling out the appropriate forms, providing information requested by the officer and by disclosing all relevant information to the officer at the earliest possible time.
2. All financial resources of an applicant will be factored into the calculation of the monthly net income of the family unit.
3. Policy E.2 defines what constitutes a "family unit" for purposes of determining eligibility for social assistance benefits.
4. The Regulations clearly set out what constitutes financial resources and what items do not constitute financial resources in the calculation of monthly net family income. Resources are itemized and explained in the next section.
5. If the officer is unsure about any item, they should complete a Tracking Form and have a decision made by the Director or his/her designate. Sufficient documentation should be entered into the file to justify any decision made. In all instances where there is a request to exempt certain financial resources from the calculations, a Tracking Form must be completed and submitted for approval prior to any non-emergency benefits being issued.

GUIDELINES

Section 18(2) of the Regulations sets out what items should be regarded as financial resources and included in the monthly net income:

- a) Net salary and wages, including voluntary deductions.
- b) Net revenue from trapping, logging, fishing and business operations.
- c) Income from insurance except where such insurance payment is received as a result of fire, theft, or property damage and is used to replace or repair the loss.
- d) Total amount of Old Age Security and Guaranteed Income Supplement or any other statutory pension or allowance.

NOTE: All applicants who are eligible for O.A.S. or the G.I.S., must apply for those benefits prior to being eligible for non-emergency social assistance benefits, and social assistance benefits will be provided only as an advance against these payments by way of an Agreement to Repay, in the event of retroactivity or dual payments for the same period of time.

- e) Money received under the terms of maintenance orders, parent's maintenance orders, contributory orders, affiliation orders or agreements, separation agreements, Court Orders, divorce decrees, inheritance settlements or other types of settlements or agreements.

NOTE: All applicants who are under the age of majority or applicants who have children as part of their family, must either (a) complete the Maintenance Application Form at the time of application and demonstrate that they are complying with the requirements of the Department of Justice in the application for maintenance; or (b) register their Divorce, Separation, or Maintenance Agreement with the Maintenance Enforcement Unit of the Department of Justice, prior to completing their application for social assistance benefits.

NOTE: All applicants who are separated from a spouse should be asked to produce a Separation Agreement or may be referred to Legal Aid for assistance in obtaining one.

- f) Maintenance payments from moneys held in trust for children and available for distribution, but where such moneys are available care should be taken to ensure that moneys are released on a monthly basis in an amount not exceeding

the budget requirements of an individual child or children involved and that consideration the budget requirements of the individual child or children involved and the amount of the trust.

- g) The reasonable value of goods and services received by an applicant free of charge as estimated by the officer.
- h) Regular gifts and gratuities.
- i) The reasonable value of food obtained by gardening, hunting and fishing.
- j) Eighty percent (80%) of gross amount received from roomers or lodgers, and forty percent (40%) of gross amount received from boarders.
- Sixty percent (60%) of gross amount received from rental of apartment or suite contained within the house in which the applicant actually resides.
- Loans, grants, beneficiaries, scholarships, or training or education allowances to students.

NOTE: All applicants must use the financial resources available to them. In the case of students, prior to receiving social assistance benefits they must apply for all accessible financial resources including Federal Government training allowances, YTG training allowances, loans and bursaries, CYI training allowances, grants and loans, and Canada Student loans.

NOTE: In calculating the monthly net income utilizing lump sum loans, grants or training allowances, the applicant may choose to have the amount pro-rated over the applicable school term or to have the total amount applied when received. In this latter instance, the payment will be applied against monthly budget needs until such time as there is a monthly budget deficit.

- Prizes, winnings, and awards.

NOTE: All applicants must disclose and report all winnings, awards and grants and these moneys will be used to calculate monthly net income for the month in which they are received.

Section 18(3) of the Regulations, sets out what items should not be included in the calculation of monthly net income. These include:

1. Child Tax Benefit;
2. Maintenance payments made by the Director of Family and Children's Services to the applicant on behalf of a child in the care and custody of the said Director being maintained in the home of the applicant.

NOTE: If the Director is paying maintenance to the applicant, no additional financial assistance need be provided to the applicant.

- a) Involuntary deductions and reasonable cost of transport to and from work.
- b) Income up to fifty dollars (\$50) per month for a family unit of one person and up to one hundred dollars (\$100) per month for a family unit of two or more persons.
- c) Earnings of a dependent under the age of 19 years living at home and attending school full-time.
- d) Casual gifts of small value.
- e) Contributions for other than ordinary maintenance of recipients or their dependents who require special care.
- f) An amount of up to \$25 for each person deemed to be a permanent exclusion from the labor force received from gifts, relative donations, sale of handicrafts, hobby material or use of special talents.
- g) credits.
- h) Settlement payments to Thalidomide victims, Japanese Canadians interned during World War II, and persons infected with HIV through blood products.

Revised December 3, 2004

**Social
Assistance
E.2.
Assets and
Resources**

SUBJECT:
Definition of a Family Unit
Social Assistance Regulations, Section 18(1) & 18(2)
Family Property and Support Act

POLICY & INTENT

What constitutes a family unit for purposes of applying for social assistance benefits.

All the financial resources of the "family unit" must be considered when determining eligibility.

GUIDELINES

1. The following constitutes a "family unit" for purposes of determining eligibility:
 - a) persons who are legally married;
 - b) unmarried persons who declare themselves as a 'common law' couple;
 - c) persons who cohabit and are the biological parents of a child in the applicants family;
 - d) persons who cohabit and who share the same accommodation, income or expenses of operating a home;
 - e) persons who live together as a couple on an intermittent basis due to absences as a result of work, hospitalization or incarceration.

NOTE: See Policy Adult Unions

2. The applicant is responsible for substantiating the nature of the relationship.
3. Where there is doubt as to the nature of the relationship as declared by the applicant, the officer may consider utilizing the following:

- a) a Statutory Declaration by either or both the applicant and the other person on items (a) to (e) in (1);
 - b) evidence that the other person maintains a separate residence;
 - c) legal separation agreements and maintenance orders filed for enforcement;
 - d) income tax forms, electrical and telephone bills, bank account information, etc.
4. Time is not really an issue or factor. A couple can in fact be cohabitating or living common-law after one day. On the other hand a person can be a boarder or renter for many years. If a second adult is living with an applicant, the onus is on the applicant to clarify the nature of the relationship as noted in (3) as part of the eligibility determination process for the subsequent period.
 5. The major concern is that all applicable adults should contribute to the financial resources and support of a family of which they are a part. Therefore, even if it is accepted that an adult is living with the applicants family but they are not co-habitating or living as husband and wife, there is still an expectation that this person will contribute to the operation of the home by paying rent or contributing in other substantial financial ways. This is an expectation and should be verified as part of the eligibility determination process.

Revised December 3, 2004

**Social
Assistance
E.3.
Assets and
Resources**

SUBJECT:
Liquid Assets
Social Assistance Regulations, Section 19

POLICY & INTENT

What liquid assets should be included in the calculation of financial resources.

"Liquid assets" consist of cash or assets that can be converted into cash. Some of the more common forms which liquid assets might take include cash on hand in a bank or other financial institution, treasury bills, savings bonds, term deposits, guaranteed investment certificates, mutual funds, mortgages and corporate bonds, debentures or shares.

There is some provision in this Regulation, as set out in the guidelines below, for applicants and their families to retain some liquid assets and not have them included in the calculation of financial resources.

In all instances, other than those noted below, all liquid assets must be converted into cash within 90 days and will be considered as a financial resource.

GUIDELINES

1. Most forms of investment are capable of conversion into cash within a reasonable period of time, through withdrawal, sale or use of the asset as collateral for securing a loan. Premature withdrawal may be accompanied by an interest penalty or other disincentive, however, the principal amount is redeemable in almost all cases. (A noteworthy exception is some specific types of RRSP's created when individuals leave their former employment).
2. All liquid assets, other than those noted below, must be converted into cash within 90 days as long as the conversion into cash does not produce a loss greater than twenty-five percent (25%) of their reasonable market value. Only emergency benefits will be provided during this 90 day period.
3. Any payment received in respect of the sale of these assets will be considered as income.

4. Allowable Liquid Assets: Liquid assets to be excluded from the calculation of financial resources are as follows:
- a) cash assets not exceeding \$500 for one person; \$1,000 for a family unit of two persons; and, for families larger than two persons, \$1,000 plus \$300 for each member more than two;
 - b) liquid assets not exceeding \$1,500 for a family unit of one person and \$2,500 for a family unit of two or more persons, where the head of household is permanently excluded from the labour force;
 - c) an additional exception of up to \$1,500 for each person deemed to be permanently excluded from the labour force, or a single parent, or a dependent child under the age of nineteen years, where such an amount is placed irrevocably in trust for his or her future funeral, burial or educational expenses, or if, in the case of a dependent child, the amount is not available for distribution or if maintenance payments are being made;
 - d) any liquid asset, approved by the Director (in advance by way of a Tracking Form), where there are sound social or economic reasons for delaying or refraining from converting the liquid assets into cash.

Revised December 3, 2004

**Social Assistance
E.4.
Assets and
Resources**

SUBJECT:
Real Property
Social Assistance Regulations, Section 20

POLICY & INTENT

What is "real property" and how and under what circumstances it must be considered as a financial resource that the applicant must access.

DESCRIPTION OF REAL PROPERTEY

1. The net income from, or the proceeds from the sale of, any real property will be considered as a financial resource of the applicant and must be used to support the applicant and his/her immediate family.
2. The term "real property" is understood to mean fixed, permanent or immovable assets or, more specifically, land for which legal title is held, plus any buildings located on such land.
3. All real property, other than that used as the applicant's home or essential in his/her business, is considered as a potential financial resource and must be (liquidated) sold or used as collateral for a loan, within ninety days of applying for benefits.

GUIDELINES

1. Real property that is to be excluded from the calculation of the financial resources of an applicant includes property where there is a sound social or economic reason for delaying or refraining from realizing on this property. Normally, this would only include the equity in the home in which the applicant resides, the property on which it is located that is essential to the home, and any essential property used in a business by the applicant to support the applicant and his/her immediate family.
2. In urban, suburban and recreational areas, title is usually defined by lot with minimum front footage specified in zoning by-laws. In rural areas this will usually mean the quarter section on which the farm house is located.

3. Any real property which is not essential to the applicant's home or residence or essential for a supporting business must be (liquidated) sold or used as collateral for a loan to support the applicant. An illustration of this includes oversized lots, other land holdings, cottages, recreational property, vacant land, etc.
4. The applicant must demonstrate that they are making every reasonable effort to (liquidate) sell, or use as collateral for a loan, all real property not excluded from calculation as a financial resource. Completion of the sale must take place within 90 days of application and the applicant must accept any offer which does not produce a loss greater than twenty-five percent (25%) of its appraised market value. During this 90 day period the applicant will be eligible for emergency benefits only.
5. Only under exceptional circumstances such as legal complications preventing the sale, the unavailability of a buyer or other unusual circumstances will assistance be provided after 90 days. All such circumstances must be approved by the Director, in advance, and any such approvals should be accompanied by regular monitoring of the continuation of assistance.
6. Applicants must be advised in writing that they have property in excess of that normally permitted, that all reasonable action must be taken to dispose of the property and that emergency assistance only will be granted for up to 90 days to permit the liquidation of the excess property. In those cases where legal complications may prevent the sale of the property within 90 days (eg. joint ownership in cases of marital breakdown), care must be taken to ensure applicants understand the normal policy but also that special consideration can be given to extend benefits to avoid undue hardship pending the liquidation of the property. In all cases, the officer must do regular follow-up to monitor progress towards the liquidation of the property.
7. If an applicant is permitted to retain property, then the net income from any property will be calculated as income in determining the monthly budget.
8. No action should be taken by the Director or the officer which increases the net worth or equity of the applicant.
9. It would be acceptable for an applicant to sell real property and purchase a primary residence if he/she does so within four months from the time the sale concludes and if the residence purchased is suitable to the applicants needs and in accordance with the standard of living the applicant can reasonably expect to maintain. In all such instances, a proposal should be submitted, by way of

Tracking Form and supporting documentation, prior to any sale and purchase. Any moneys remaining after the approved purchase of a home by the applicant will be considered as a financial resource that the applicant must use to support themselves.

10. If an applicant purchases a home while in receipt of social assistance benefits which, in the opinion of the officer, exceeds the applicants reasonable needs, the officer will provide emergency benefits only until such time as the property can be sold and all the proceeds considered as a financial resource.

Revised December 3, 2004

**Social
Assistance
E.5.
Assets and
Resources**

SUBJECT:
Personal Property
Social Assistance Regulations, Section 21

POLICY & INTENT

What personal property of applicants should be considered as a financial resource and what steps should be taken to ensure that applicants make maximum use of this resource.

Any personal property owned by an applicant which is not essential to the health, welfare or rehabilitation of that applicant or members of the applicant's immediate family should be (liquidated) used as collateral for a loan or sold.

GUIDELINES

1. The issue of personal property or non-essential assets should be dealt with as part of the eligibility determination process. Officers should clarify with applicants what assets they own and how essential they are to the health and welfare of the applicant.
2. As a condition of eligibility for social assistance, the applicant may be asked to (liquidate) sell any non-essential items or use them as collateral for a loan, the proceeds of which must be used by the applicant to support themselves.
3. In general terms, personal property of a non-essential nature which would need to be liquidated would include such items as: boats, trailers, planes, skidoo's, recreational vehicles, all- terrain vehicles, computers, stereo equipment, vcr's, collectibles, farming and mining equipment not in use, etc. with a value in excess of \$500.
4. Although allowances are not generally provided for any costs associated with the operation of automobiles, applicants are not required to dispose of a vehicle as non-essential personal property. However, any second or subsequent vehicle owned by the applicant should be regarded as non-essential and should be liquidated.

5. Any items of personal property in excess of \$500 which are deemed by the officer to be essential to the health and welfare of the applicant should be listed on the Application Form and an administrative exemption requested by way of a Tracking Form.
6. For persons who are self-employed, personal property up to a value of \$5,000 that is essential to carrying on the business, such as tools and equipment, will not be considered a financial resource.
7. It is the applicant's responsibility to demonstrate that they are making every reasonable effort to (liquidate) use as collateral or sell any non-essential personal property and they must accept any amount which does not produce a loss greater than twenty-five percent (25%) of its appraised market value.
8. An applicant making a reasonable effort to liquidate non-essential personal property should have the eligibility determination process completed and benefits provided in accordance with the Regulations. In other instances, the officer may provide emergency assistance only until the matter is resolved or dealt with through the appeal process.

Revised December 3, 2004

**Social
Assistance
F.7.
Eligibility**

SUBJECT:

Applicants Who are Locked out or on Strike
Social Assistance Regulations, Section 5(1)(a)

POLICY & INTENT

Individuals who have lost their usual source of income due to an industrial dispute/strike are not eligible for social assistance.

The Government will remain neutral in cases of labour disputes, and will avoid any support that could be interpreted as government intervention on behalf of one party to a labour strike.

GUIDELINES

1. The following applicants fall under this policy:
 - a. Union and non-union personnel who have lost their usual source of income due to a strike.
 - b. Union personnel who have been legally locked out at their place of employment.
 - c. Individuals who refuse to cross the picket lines in support of another unions strike action.
 - d. Persons who are applying for assistance, once the strike has ended, to cover expenses incurred during the strike are not eligible.
 - e. Union or non-union individuals who have been laid off work due to lack of work caused by the strike of another union, may be assisted. Eligibility will be determined by observing all regular eligibility criteria.
4. Individuals on strike, who prior to the strike were in receipt of a supplement to their income from social assistance, will remain eligible for that supplement, and will continue to receive the amount of supplement issued in the month prior to the strike.
5. 3.Individuals ineligible due to strike action may be eligible for benefits as prescribed in Policy G.3.2, Emergency Social Assistance.

Revised December 3, 2004

**Social Assistance
F.1.
Determining Amount of
SA**

SUBJECT:
Budget Deficit System
Social Assistance Regulations, Section 8

POLICY & INTENT

The budget deficit system method is used for calculating the amount of assistance an applicant might be entitled to and need.

For purposes of determining need the officer will use An applicant and his family shall be considered to be in need when a "budget deficit" exists or when the "budget surplus" is inadequate to take care of urgent but temporary situations including the cost of health care services.

1. "Budget deficit" means the amount by which the financial resources of an applicant and his dependents exceeds the total cost of assistance necessary to an applicant and his dependents. "Budget surplus" means the amount by which the financial resources of an applicant and his dependents exceeds the total cost of assistance necessary to an applicant and his dependents.
2. In determining the eligibility of an applicant the officer will use the rates provided under Schedule A of these Regulations and the actual cash inflow or income of the applicant.
3. For purposes of determining eligibility it is preferential to use the full calendar month if the date of application is prior to the 15th of the month, and the pro-rated calendar amounts if the application date is after the 15th of the month.
4. Officers must use their discretion in using the budget deficit method when using projected earnings or income. It is preferential to use actual dollar amounts where possible, thereby eliminating the need to do constant adjustments. Where actual income or cash flow is unknown for the budget period it is preferential to use the previous month's actual cash flow to determine eligibility.
5. If an officer determines that an applicant is not eligible for social assistance benefits, the officer must explain the reasons to the applicant, discuss alternative resources available and advise the applicant of the appeal procedure.

6. If an officer determines that an applicant is not eligible for benefits using the budget deficit method, but he/she is of the opinion that a health or safety risk exists for the applicant, then the officer may proceed under the provisions of Policy G.3.2, Emergency Social Assistance.
7. As there is substantial discretion for the officer on how to proceed in this area, it is critically important that the officer be consistent in his/her approach and that all decisions and procedures be properly documented on the applicant file.

ACTIVITIES

1. If the applicant is eligible for benefits, all additional required information is entered into "Add Client" function 4.

Revised December 3, 2004

**Social Assistance
F.2.
Determining Amount of
SA**

SUBJECT:
Commencement of Assistance
Social Assistance Regulations, Section 10

POLICY & INTENT

Assistance commences following the verification process or when an emergency is identified requiring assistance to commence before verification.

POLICY

Assistance shall commence on the day of application or on the day the need for assistance was established, whichever date is later.

If, in the opinion of the officer, need exists, assistance may commence from the beginning of the month in which the application was made.

ACTIVITIES

1. The officer should use their discretion in determining the date upon which assistance commences, recognizing that in order to accommodate the current automated budget system, the officer must work within calendar months.
2. In the first instance the officer should utilize the budget period from date of application to the end of that calendar month in determining eligibility, the amount and commencement of assistance.
3. There is a recognition however, that every application is unique and that applicants have fixed financial commitments (ie. rent must be paid on the first of the month) as well as varying forms of cash inflow (ie. U.I.C. twice a month; salary on the 15th and 30th) and for these reasons the officers have been delegated some discretion.
4. In the second instance the officer should utilize the full calendar month if the date of application is prior to the 15th of the month and the remainder of the calendar month if the application is after the 15th of the month.

**Social
Assistance
F.3.
Determining
Amount of SA**

SUBJECT:
Method of Payment
Social Assistance Regulations, Section 11.

POLICY & INTENT

Where possible assistance will be paid by cheque in advance of the first day of each month.

POLICY

Where assistance is provided for a period of less than one month or where an applicant is incapable of managing his/her own affairs or where the Director is of the opinion that it is in the best interests of the applicant and his dependents, benefits may be provided:

1. by cheque or cash on a day other than the first of the month or at intervals of less than one month; or
2. by payment to a trustee; or
3. by direct arrangement for goods and services in lieu of cash or cheque.

ACTIVITIES

1. The officer should in the first instance accept that it is in the applicants best interests to manage their own affairs. This will lead to increased levels of self-determination and increase the likelihood of self-sufficiency. Therefore, applicants must be given the opportunity to manage their own financial affairs through the proper use of benefits through cash or cheques.
2. In some instances such as where an applicant has received benefits but has not used them for the purposes to which they were intended or where there is sufficient grounds to believe that an applicant has not been able to manage their financial affairs, then the officer may resort to direct third party payment or voucher system. These alternative methods of payment should be

utilized only as a last resort and only until an applicant can demonstrate that they are again able to manage their financial affairs.

3. Where payment is made to a trustee, the trustee will provide a list of expenditures to the officer authorizing the assistance at least once each month.
4. Where goods and services are provided in lieu of direct benefit payments, the officer will use Form YG(445), Authorization Order.
5. Where an applicant is eligible for health care services, the officer may authorize such services by way of a Drug Authorization Card.

Revised December 3, 2004

**Social Assistance
F.7.
Determining Amount
of SA**

SUBJECT:
Changes in the Amount of Assistance
Social Assistance Regulations, Sections 5, 13 and 15

POLICY & INTENT

Where the recipient's financial resources, the number of dependents, or other circumstances change, the amount of assistance granted to the recipient shall be increased or decreased accordingly.

If the recipient ceases to be eligible for assistance, then no assistance will be paid to him/her.

If the recipient refuses or neglects to comply with the provisions of these Regulations or to furnish any information that is required to determine his/her financial resources, or other circumstances which may affect his/her entitlement to or the amount of assistance payable, the Director may terminate assistance to the recipient.

Before altering, suspending, cancelling or reinstating assistance an officer shall, where possible, review the recipient's circumstances with him/her, or in lieu of such review and with the recipient's knowledge, make such inquiry and obtain such information as the officer deems necessary.

ACTIVITIES

1. The applicant or recipient must be notified in writing of any decision to alter or cease benefits and advised of the appeal process.
2. It is important to maintain open communications with all applicants and recipients so that the officer can deal effectively and in a timely manner with any changes in circumstances.

Revised December 3, 2004

**Social Assistance
F.8.
Determining Amount of SA**

SUBJECT:
Changes in the Amount of Assistance
Social Assistance Regulations, Sections 5, 13 and
15

POLICY & INTENT

Where the recipient's financial resources, the number of dependents, or other circumstances change, the amount of assistance granted to the recipient shall be increased or decreased accordingly.

If the recipient ceases to be eligible for assistance, then no assistance will be paid to him/her.

If the recipient refuses or neglects to comply with the provisions of these Regulations or to furnish any information that is required to determine his/her financial resources, or other circumstances which may affect his/her entitlement to or the amount of assistance payable, the Director may terminate assistance to the recipient.

Before altering, suspending, cancelling or reinstating assistance an officer shall, where possible, review the recipient's circumstances with him/her, or in lieu of such review and with the recipient's knowledge, make such inquiry and obtain such information as the officer deems necessary.

ACTIVITIES

1. The applicant or recipient must be notified in writing of any decision to alter or cease benefits and advised of the appeal process.
2. It is important to maintain open communications with all applicants and recipients so that the officer can deal effectively and in a timely manner with any changes in circumstances.

Revised December 3, 2004

**Social Assistance
G.1.1.
Benefits**

SUBJECT:
Benefits While Attending Treatment for Substance
Dependency
Social Assistance Regulations, Schedule B, Section D

POLICY & INTENT

The Department may take applications for social assistance from individuals wishing to enter treatment for substance dependency. Such recipients may be eligible for incidentals, clothing and/or travel in accordance with the rates set out in the Regulations.

Recipients will be eligible to have their rent payed up to 60 days while they are in residential programs.

ACTIVIITES

1. A new application for social assistance may be taken from persons entering a treatment program accordance with accepted Departmental policies and procedures. Routine intake procedures are followed. For existing recipients, eligibility may be continued.
2. The officer confirms with treatment resource that the applicant is entering the treatment program.
3. If the applicant is entering the treatment program, the applicant is eligible for social assistance for the 28 day program, and if warranted a 7 day pre-treatment period.
4. The officer may authorize incidentals, clothing and/or travel for the period that the individual is in treatment in accordance with rates set out in the Regulations. The pre-treatment per diem may be paid at rates approved by the Director of Social Services.
5. Rent may be paid for the applicant while in treatment, in accordance with Departmental policy on this subject.
6. If the applicant requires assistance following treatment or in transition out of treatment back in to the applicant's home environment, they should be referred to Alcohol and Drug Services.

Revised December 3, 2004

**Social
Assistance
G.1.2
Benefits**

SUBJECT:
Board and Room
Social Assistance Regulations, Schedule A,
Section B.1

POLICY & INTENT

An allowance for Board and Room may be included in the standard benefits issued to applicants qualifying for Social Assistance.

The maximum amount for a single person that may be paid for Board and Room is as follows:

| | |
|-------------|--------------------|
| Area 1 | \$350.00 per month |
| Areas 2 & 3 | \$390.00 per month |

GUIDELINES

Applicants should complete the Rental Verification Form as part of the eligibility determination process.

Revised December 3, 2004

**Social Assistance
6.1.3
Benefits**

SUBJECT:

Boarding Home Care and Supervision
Social Assistance Regulations, Schedule A, Section B.2

POLICY & INTENT

To determine the rate to be issued to persons qualifying for Social Assistance who may require Boarding Home Care and Supervision.

Boarding Home Care and Supervision will be provided to those in need at a rate to be determined by the Director depending upon the amount of personal care and supervision required.

SUPERVISORY APPROVAL REQUIRED

Revised December 3, 2004

**Social Assistance
G.1.4
Benefits**

SUBJECT:
Care in Nursing Homes or Special Care Homes
Social Assistance Regulations, Schedule A, Section H

POLICY & INTENT

A maximum amount, established annually by the Director, may be paid for persons in need requiring extensive personal or nursing care in a private or public nursing home or special care home. Where the recipient of assistance is in receipt of an allowance or pension, he/she will be required to contribute toward the costs of his own care an amount deemed by the Director to be a reasonable and equitable contribution.

GUIDELINE

All requests for financial assistance for applicants requiring extensive personal or nursing care should be documented and submitted, in advance of any payment, to the Director by way of a Tracking Form.

Revised December 3, 2004

**Social Assistance
G.1.5
Benefits**

SUBJECT:
Clothing
Social Assistance Regulations, Schedule A, Section F

POLICY & INTENT

Standard benefits issued to all applicants qualifying for social assistance will include a monthly clothing allowance of \$29 for each member of the applicants family ages 0-13 years, and \$56 for each member of the applicants family ages 14 years and above.

GUIDELINE

At the time of intake the officer will ensure the monthly clothing allowance is included in the standard benefits provided. This amount will be updated as each child reaches the age of 14 years.

Revised December 3, 2004

**Social Assistance
G.1.6.
Benefits**

SUBJECT:

Food

Social Assistance Regulations Schedule A, Section A.1

POLICY & INTENT

A basic food allowance will be included in the standard benefits issued to all applicants qualifying for social assistance.

Total amounts for each unit on a weekly, semi-monthly, and monthly basis are as follows:

Area 1:

| Unit | Monthly | Weekly | Semi-Monthly |
|-------------|----------------|---------------|---------------------|
| 1 | \$ 159 | \$ 37 | \$ 79 |
| 2 | 318 | 74 | 159 |
| 3 | 477 | 111 | 238 |
| 4 | 636 | 148 | 318 |
| 5 | 795 | 185 | 397 |
| 6 | 954 | 222 | 477 |
| 7 | 1,113 | 259 | 556 |
| 8 | 1,272 | 296 | 636 |
| 9 | 1,431 | 333 | 715 |
| 10 | 1,590 | 371 | 795 |

For each additional unit after Unit 10, add \$159.00 per month.

Area 2:

| Unit | Monthly | Weekly | Semi-Monthly |
|-------------|----------------|---------------|---------------------|
| 1 | \$175 | \$40 | \$87 |
| 2 | 350 | 81 | 175 |
| 3 | 525 | 122 | 262 |
| 4 | 700 | 163 | 350 |
| 5 | 875 | 204 | 437 |
| 6 | 1,049 | 244 | 524 |
| 7 | 1,224 | 285 | 612 |
| 8 | 1,399 | 326 | 699 |

| | | | |
|----|-------|-----|-----|
| 9 | 1,574 | 367 | 787 |
| 10 | 1,749 | 408 | 874 |

For each additional unit after Unit 10, add \$175.00 per month.

Area 3:

| Unit | Monthly | Weekly | Semi-Monthly |
|------|---------|--------|--------------|
| 1 | \$ 274 | \$ 64 | \$ 137 |
| 2 | 548 | 128 | 274 |
| 3 | 822 | 192 | 411 |
| 4 | 1,096 | 256 | 548 |
| 5 | 1,370 | 320 | 685 |
| 6 | 1,644 | 384 | 822 |
| 7 | 1,918 | 448 | 959 |
| 8 | 2,192 | 512 | 1,096 |
| 9 | 2,466 | 576 | 1,233 |
| 10 | 2,740 | 640 | 1,370 |

For each additional unit after Unit 10, add \$274.00 per month.

Revised December 3, 2004

**Social Assistance
G.1.7
Benefits**

SUBJECT:
Special Food Allowance (Diet)
Social Assistance Regulations, Schedule A, Section A(2)

POLICY & INTENT

On the recommendation of a physician, an additional food allowance may be provided to applicants qualifying for Social Assistance who require a special diet.

GUIDELINES

1. There must be confirmation in writing by a physician that the recipient is in need of a special food allowance.
2. On receipt of medical confirmation, the officer may provide up to \$28 a month special food allowance for a period of a maximum of 12 months at which time a mandatory review is required.
3. An applicant for Social Assistance who has recently given birth to a child may be eligible for this allowance. There must be confirmation by her doctor for the special dietary need of herself and the child. The allowance will only be granted during the period the mother is eligible for Social Assistance and can only be granted for a period up to six months commencing at the birth of the child. An applicant, for example, who gave birth four months previously would be eligible for two months of this allowance.
4. The provision of the dietary allowance to the recipient shall be reviewed by the officer on a regular 'as required' basis.

Revised December 3, 2004

**Social Assistance
G.1.8
Benefits**

SUBJECT:
Fuel and Utilities
Social Assistance Regulations, Schedule A, Section D

POLICY & INTENT

An allowance will be provided for the actual cost of fuel and utilities to the following maximum amount each month:

AREA 1:

| Unit | June-Sept | Oct., April, May | Nov-March |
|------|-----------|------------------|-----------|
| 1 | 300.00 | 350.00 | 400.00 |
| 2 | 325.00 | 375.00 | 425.00 |
| 3 | 350.00 | 400.00 | 450.00 |
| 4 | 375.00 | 425.00 | 475.00 |
| 5 | 400.00 | 450.00 | 500.00 |
| 6 | 425.00 | 475.00 | 525.00 |
| 7 | 450.00 | 500.00 | 550.00 |
| 8 | 475.00 | 525.00 | 575.00 |
| 9 | 500.00 | 550.00 | 600.00 |
| 10 | 525.00 | 575.00 | 625.00 |

AREA 2 and 3:

| Unit | June-Sept. | Oct., April, May | Nov-March |
|------|------------|------------------|-----------|
| 1 | 325.00 | 375.00 | 425.00 |
| 2 | 350.00 | 400.00 | 450.00 |
| 3 | 375.00 | 425.00 | 475.00 |
| 4 | 400.00 | 450.00 | 500.00 |
| 5 | 425.00 | 475.00 | 525.00 |
| 6 | 450.00 | 500.00 | 550.00 |
| 7 | 475.00 | 525.00 | 575.00 |
| 8 | 500.00 | 550.00 | 600.00 |
| 9 | 525.00 | 575.00 | 625.00 |
| 10 | 550.00 | 600.00 | 650.00 |

When fuel and utilities are included in the cost of rent, the fuel and utilities allowance and the rental allowance may be combined. However, in order to qualify

for a combined allowance it must be for rental of a self-contained suite. In all other instances a prorated amount of the actual utilities may be applied if substantiated with the proper documentation.

3. Allowance for fuel and utilities may be paid up to three months in advance (ie., if a recipient wishes to order 3 cords of wood in the fall or winter).

GUIDELINES

1. Fuel and utility costs shall include only the following:
 - a) the cost of heating fuel for the recipients home;
 - b) the cost of fuel for cooking meals;
 - c) the cost of water required for the recipients home;
 - d) hydro required for the recipients home;
 - e) garbage disposal provided by a company on a regular weekly or bi-weekly basis;
 - f) gas/diesel for generator;
2. In all instances, the allowance will be applied to the least expensive, most appropriate option.
3. Recipients should be encouraged, where possible, to have their utilities averaged through an equalization plan. Averaging accounts will have an annual adjustment to ensure that payments are in line with costs. These adjustments must be taken into account.
4. Where bulk purchases are authorized (propane, heating, oil) the cost may be averaged over a 3 month period. The amount combined with other utility/fuel components must not exceed the monthly ceiling rate.
5. For security deposits and arrears for Yukon Electrical Company Limited, see Policy G.1.9.
6. If the cost of fuel/utilities exceeds the maximum, applicants would be eligible for additional assistance under Policy G.3.2, Emergency Social Assistance, if there is risk to health or safety, with the Director's authorization.

7. Energy audits may be requested on homes where the maximum amounts are exceeded.

Note: For clients living in Yukon Housing units, the rents charged to clients in these units is a combination of our shelter rate based on unit size (e.g. 1 through 4) and fuel & utilities based on unit size (1 through 10) minus an estimated electrical charge. Clients will have the electrical portion in their names. If the 'electric' bill for the month results in a cost that exceeds the total of shelter & fuel & utilities combined, the Case Manager is authorized to issue payment without having to seek permission via of Tracking Form.

In some cases, Yukon Housing Units are electrically heated & in these instances the 'rent' will be the combined shelter & maximum allowed for fuel and utilities.

Revised December 6, 2004

**Social Assistance
G.1.9.
Benefits**

SUBJECT:
Yukon Electrical Utilities
Social Assistance Regulations, Schedule A, Section D (1), S.27
and S.17.

POLICY & INTENT

The purpose of this policy is to clarify under what circumstance social assistance funds may be provided for service/security deposits and arrears for Utilities (YECL).

Funds for a service/security deposit for Yukon Electric (utilities) may be provided if (a) the request meets the "urgent but temporary " need conditions set out in S. 27 or the Regulations/Policy H.1 or (b) if it meets the "risk to health and safety" provisions of S.17/Policy G.3.2.

Funds for payment of utility arrears incurred prior to application for assistance may be provided if the request meets the "urgent but temporary need" provisions of Section 27 (2) (e) of the Regulations/Policy H.1 or (b) if it meets the "risk to health and safety" provisions of S. 17 of the Regulations/Policy G.3.2.

Funds would be issued on an Agreement to Repay only after approval was received from the Supervisor.

GUIDELINES

1. Normally residential customers would not be required to pay a service/security deposit to YECL. However, if that customer has an outstanding account, has been disconnected for non-payment, is a known credit problem, YECL will require a deposit equal to three months average bill. Customers who have paid their account regularly for a year will have their deposit credited to their account in January of the following year.
2. While not to be encouraged, payment of service deposits may be necessary in order to ensure delivery of an essential service. In order to determine whether funds should be provided for a deposit, the officer should first consider whether this is an "urgent but temporary need" and is satisfied that the person will be self sufficient within a reasonable amount of time.

2. If it is unlikely that an applicant will be self-sufficient within a reasonable amount of time, then the next step the officer should consider for payment of a service deposit for YECL is whether there is a risk to the "health and safety" of the applicant or their family in not having electrical service. Some criteria are set out in Policy G.3.2. Circumstances might include but not be limited to turning power off in the winter, young baby in the home, etc.
3. If the circumstances meet the criteria outlined above approval for funds for a service deposit may be requested by way of a tracking form. Funds would be advanced by way of an Agreement to Repay and recovered over the next six months.
4. Occasionally applicants for social assistance are faced with a notice from YECL for an immediate payment of arrears of electrical bills or their power will be cut off. They may also require payment of (backbills) arrears for new or returning residents prior to providing utility service to a home. In some instances, this is the sole reason for an individual applying for social assistance.
5. In determining whether arrears should be paid, the officer should first consider whether the circumstances create an "urgent but temporary need" in that there is an urgent need for the service AND the applicant has no other resources AND the applicant will be self sufficient within a reasonable amount of time AND the arrears are for debts for utilities on residential property which the recipient owns and resides in. If so, the officer may request authorization for payment from the Director by way of a tracking form. Any payment would be treated as an advance an Agreement to Repay and recovered as quickly as possible as outlined in Policy H.1.
6. If all of the above circumstances do not apply, the officer would then need to consider the extent to which a "health and safety" issue exists if the arrears are not paid. Some guidelines are set out in G.3.2. and might include power being cut off in the winter, young children in the home, etc. Approval for payment of arrears under these circumstances would be requested of the Director by way of a tracking form. Any payment would be treated as an advance on an Agreement to Repay and would be recovered as quickly as possible.

In some situations the arrears may have accumulated while the applicant was in receipt of social assistance benefits. If the applicant did not receive funds for utilities while in receipt of benefits then the arrears should be paid and no Agreement to Repay taken. If the applicant received funds for utilities and did not direct them to the appropriate authorities (eg. YECL), then that amount

should be recovered from the client and consideration given to referring the matter for fraud investigation.

Revised December 3, 2004

**Social Assistance
G.1.10
Benefits**

SUBJECT:

Health Benefits: Additional Benefits for Medically Necessary
Travel
Social Assistance Regulations, Schedule A, Section J

POLICY & INTENT

An allowance may be provided for food and accommodation for medically necessary travel; the amount to be determined by the Director based upon the recipient's need.

GUIDELINES

1. As social assistance is the payer of last resort, it is the responsibility of the applicant to access all financial resources prior to receiving benefits under the social assistance program. This would include accessing benefits under the Y.H.C.I.P. or other health care plans as a primary resource.
2. Applicants must otherwise qualify for social assistance benefits under the Regulations.
3. In those instances where Y.H.C.I.P. or National Health and Welfare has approved medically necessary travel for an applicant, either from one of the communities to Whitehorse or from Whitehorse to a city outside of the Yukon, and the applicant qualifies for benefits, then the applicant may receive an allowance for food and accommodation while receiving treatment.
4. The allowance for food will be at the approved rate of \$ 30/day and accommodation at the actual cost for reasonable inexpensive accommodation.
5. The least expensive most reasonable option should be utilized.

SUPERVISORY APPROVAL REQUIRED.

Revised December 6, 2004

**Social
Assistance
G.1.11.
Benefits**

SUBJECT:
Basic Medical Services
Social Assistance Regulations, Sections 2 and 4, and Schedule
A, Section J

POLICY & INTENT

Social Services may administer payments for approved medication and treatments for adults receiving social assistance.

APPROVED PRESCRIPTION DRUGS

Approved medication means prescription drugs under the *Canadian Controlled Drugs and Substances Act*.

Approved treatment means treatment covered under the *Health Care Insurance Services Act*, *Hospital Insurance Services Act* and other treatment as covered under the *Social Assistance Regulations* and policies.

Chronic Disease Program means the *Insured Health Services* program that provides drugs to persons who with chronic health diagnosis and are eligible for the program.

BENEFITS

An allowance may be provided for urgent and necessary health services such as:

1. Surgical;
2. Obstetrical
3. Optical
4. Nursing services
5. Dressings
6. Prescription drugs

7. Prosthetic appliances under \$500; and,
8. Other health services or ancillary items.
9. Temporary restoration of symptomatic teeth.

ELIGIBILITY

The emphasis in determining eligibility is the immediate treatment of an acute condition or the removal of pain and discomfort.

1. It is the responsibility of the applicant to access all financial resources prior to receiving benefits under the social assistance program. This would include accessing benefits under the Y.H.C.I.P. or other health care plans, Uninsured Health Services - for status members of a blended family - as a primary resource.
2. Applicants must otherwise qualify for social assistance or transitional benefits under the Regulations.
3. All health services under this section must be "urgent" and "necessary", not just desirable. As such, any request must be accompanied by a written referral from an appropriate authorized health practitioner, (e.g. a prescription or letter from a physician).
4. Expenditures should be for the least expensive and most reasonable option available.
5. In those situations where treatment is essential and would ordinarily be covered by Y.H.C.I.P., but the applicant is not a member of a health care insurance program, the cost may be covered after prior consultation with the Health Insurance Program.

The Director may establish the rates for health services, but the rates may not exceed the recipient's need.

EMERGENCY DENTAL SERVICES

Emergency dental services to alleviate pain and discomfort may be covered under this policy. These include only:

1. emergency oral exam;

2. X-rays as necessary;
3. Extractions of symptomatic teeth;
4. Amalgam fillings.

Payment for services are direct to the provider and paid from appointment to appointment.

Schedule A clients are eligible for a Maximum of \$1,200.

CHILDREN'S OPTICAL AND DRUG PROGRAM

The Children's Optical and Drug Program (CDOP) is under the administration of Insured Health Services. The program pays the cost of prescription drugs, and some other approved items for children in low and moderate income households. Eligibility is determined through an income test, and there is a deductible based on the family's income and the number of children. For social assistance families the deductible is waived by CDOP.

DRUG CARDS

The primary method of payment for medical services is an authorization order. There are exceptions.

1. Drug Cards are issued to recipient's in need who are TSA recipients, Seniors who are 58 years and older and persons with restricted mobility;
2. Drug cards are issued with the approval of the senior case manager.
3. The recipient shows the card when purchasing prescriptions. Clients who are issued drug cards must present the related prescription to the pharmacist in order to receive the medication; and,
4. If a client does not have the prescription the pharmacist may contact ASU to verify that ASU has the related prescription on file.
5. The cardholder cannot purchase other medically related or drugstore items with the card.

Revised December 3, 2004

**Social Assistance
G.1.12
Benefits**

SUBJECT:
Incidental Allowance
Social Assistance Regulations, Schedule A, Section D

POLICY & INTENT

A monthly allowance is to be provided to cover incidentals essential to personal care and to maintain a household for all applicants qualifying for social assistance.

The amounts are as follows:

| Area | Unit | Monthly Amount |
|-------------|-------------|-----------------------|
| 1 | 1 | 40.00 |
| | 2+ | 117.00 |
| 2 | 1 | 45.00 |
| | 2+ | 129.00 |
| 3 | 1 | 70.00 |
| | 2+ | 201.00 |

GUIDELINE

At the time of intake, the officer will ensure the monthly incidental allowance is included in the standard benefits, according to the number of people in the family and the area of residence.

Revised December 3, 2004

**Social Assistance
G.1.13
Benefits**

SUBJECT:

School Allowance for Adult Students
Social Assistance Regulations, Schedule A, Section J(2)

POLICY & INTENT

An allowance of \$50 per month may be provided to adult students attending upgrading or training full-time.

GUIDELINES:

1. Applicants must otherwise qualify for social assistance benefits under the Regulations.
2. The applicants must be 19 years of age or older attending a recognized school or program for a minimum of 30 hours per week in order to be eligible for this allowance.
3. Any provision for such an allowance must be approved in advance by the officer and reassessed on a monthly basis.

APPROVAL

If the officer has any doubt about a particular situation or about a particular program or school, they should request a consultation with the Senior Case Manager.

Revised December 3, 2004

**Social Assistance
G.1.14
Benefits**

**SUBJECT:
Shelter**

Social Assistance Regulations, Schedule A, Section C.1

POLICY & INTENT

A rental allowance may be provided to applicants for social assistance benefits, based on the actual cost up to a maximum of the following amounts according to family size:

| Unit | Monthly Amount |
|------|----------------|
| 1 | \$390.00 |
| 2 | \$525.00 |
| 3 | \$625.00 |
| 4+ | \$640.00 |

GUIDELINES

1. All applicants requesting a rental allowance must have the Rental Verification Form completed and signed by the owner of the rental property, and the form will be placed on the applicants file.
2. If the owner of the rental property is unavailable, an allowance may be issued keeping in mind the total rent and utilities on the property. Verification is required by providing lease agreement or rent receipt. The applicant will be required to contact the owner before next month's assistance is issued and have the rent verification form completed.
3. The officer should verify all information prior to providing any rental allowance.
4. Where two or more people, none of whom is the spouse of the other, or two or more families:
 - a) share a common dwelling, and

- b) state and indicate by their actions that they are not sharing their income and household responsibilities as in a marriage, the officer will divide the actual shelter costs by the number of people occupying the common dwelling.
5. A non-resident or transient will receive a reduced shelter allowance as set out in the Regulations. In a community where a hostel exists a transient will be referred to the hostel.
 6. All tenants residing in public housing will be provided an allowance in accordance with the public housing rent schedule.
 7. Foster children are not to be used to determine family size for shelter ceilings.
 8. When a recipients' child or children are apprehended by the Director of Child Welfare they may continue to be included in the determination of the family size until the Court makes a decision. If the Court decides that the child is not to be returned home, the shelter allowance is to be adjusted.
 9. Where a recipient family is to be reunited through the return of wards or children under custody by agreement, the number of children may be used to determine the shelter ceiling up to a maximum of 3 months before the return to the parents. A memo of explanation and recommendation is required from the child's social worker.
 9. When fuel and utilities are included in the cost of rent, the fuel and utilities allowances and the shelter allowance may be combined, as set out in Policy D.1.8, Fuel and Utilities. However, in order to qualify for a combined allowance it must be for rental of a self-contained suite. In all other instances a prorated amount of the actual utilities may be applied if substantiated with the proper documentation.
 10. When 'last months rent' is required and the recipient is unable to pay it from his/her own resources, the last months rent which is not to exceed the shelter rate may be advanced (on an Agreement to Repay) with the prior approval of the Director by way of a Tracking Form. No LMR or security deposit will be authorized for relatives.
 11. The Department is not party to a lease or any rental arrangements between landlord and tenant and the Department will not accept liability for non-payment of rent or for any damage done by a recipient to rented accommodations.

12. Direct payment to landlords may be made by the officer when the applicant/recipient is unable to manage his/her benefits, or when the recipient requests that the payment be made directly and failure to do so would not secure or maintain the premise for the recipient.
13. If an officer is making an inquiry about a vacancy on behalf of a recipient or is otherwise discussing policy with a landlord, the officer is to use no phrasing that would either lead the landlord to believe that the Department is renting on behalf of the recipient, or indicate that the Department is assuming any liability for the recipient.
14. In the event of the death of a member of the recipient's family or removal of the child/children under the Child Welfare Act, the shelter rate must be adjusted.
15. When an applicant has no shelter costs, or has already paid all shelter costs for that month, no shelter costs shall be provided. If the recipient has paid a portion of the shelter cost, the remaining allowable shelter cost may be paid up to the maximum entitlement.
16. In the application, the shelter allowance is to be pro-rated to include only those days remaining in the month.
17. If the officer has any concerns or questions about a particular situation, they should request a ruling from the Senior Case Manager

Revised December 6, 2004

**Social Assistance
G.1.15
Benefits**

SUBJECT:
Shelter Allowance for Homeowners
Social Assistance Regulations, Schedule A, Section C(2)

POLICY & INTENT

Where an applicant owns their home, an allowance will be provided which is sufficient to cover current taxes, fire insurance and other assessments, prorated on a monthly basis, provided that the total shelter allowance is not in excess of the shelter allowance which would otherwise be provided.

Mortgage principles are not provided for. The recipient should make arrangements with their banking institutions to forestall payments of principal. This is generally accepted by banking institutions for short periods of time..

GUIDELINES

The applicant must provide a statement from the bank showing the mortgage payment breakdown of principal, interest, and taxes.

Revised December 3, 2004

**Social Assistance
G.1.16
Benefits**

SUBJECT:
Shelter Payments While in Treatment
Social Assistance Regulations, Schedule A, Section C

POLICY & INTENT

A rental allowance, up to a maximum of three months, may be provided for an applicant attending a residential treatment program, upon prior approval of the Director.

GUIDELINES

1. Under normal circumstance a rental allowance would be provided for an applicant for the actual cost up to a maximum amount only if the applicant resided in the rental property. However, the Department does not want to create any barriers for applicants attempting to become self-sufficient through a residential treatment program, and hence a rental allowance may be provided for up to 3 months while the applicant is in treatment.
2. The applicant must request approval for this allowance in advance of entering treatment. The treatment program must be a recognized, bona fide program which will enhance the applicant's opportunity to become self-sufficient.
3. In all situations, the officer should accept the least expensive, most reasonable option.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.1.17
Benefits**

SUBJECT:
Territorial Supplementary Allowance (TSA)
Social Assistance Regulations,
Schedule A, Section I

POLICY & INTENT

Any applicant who is (a) over the age of 19 years but who has not reached the age of eligibility for Old Age Security and who has been certified to be totally unemployable by reason of age, chronic disease or illness, physical or mental impairment or any other form of incapacity which permanently excludes him/her from the labour force, or (b) any applicant in receipt of Old Age Security, or who has reached the age of eligibility for Old Age Security, is deemed to be a permanent exclusion from the labour force and is eligible to apply for the T.S.A.

GUIDELINES

1. In order to be eligible for the T.S.A., an applicant must first be in receipt of (YTG) social assistance.
2. Any social assistance applicant who has reached the age of 65 or who is eligible to apply for Old Age Security will qualify for the T.S.A.
3. Any social assistance recipient, over the age of 19 years, may qualify for the T.S.A. if they are "permanently and totally unemployable by reason of age, chronic disease or illness, physical or mental impairment or any other form of incapacity which permanently excludes him/her from the labour force", and they have been approved in accordance with the procedures set out below.
4. The rates for the Territorial Supplementary Allowance are established in the Social Assistance Regulations (Schedule A, Section 2):
 - a) \$125 per person per month;
 - b) where "a married couple" are both in receipt of the guaranteed income supplement, only one person will be eligible for the \$125 per month.

PROCEDURES

1. Where an existing social assistance recipient is 65 years of age or in receipt of Old Age Security, the officer may add the Territorial Supplementary Allowance to their budget in accordance with the rates established in the Regulations.
2. In all instances where a social assistance recipient has a disability to the extent that they might be permanently prevented from seeking employment, they should have the Medical Form (YG 1073Q), completed by their family doctor. The actual cost of the medical will be covered through the social assistance program, but no travel expenses will be paid.
3. Once completed, the Medical Form should be returned directly to the Director of Social Services.
4. The Director will refer the Medical Form to an independent consulting medical advisor to review and make recommendations as to the nature and extent of the disability. In some cases, the applicant may have to submit to a second examination by the consulting medical advisor.
5. The Medical Form and the recommendations will be reviewed by a Social Service Review Committee (S.S.R.C.), appointed by the Director of Social Services. This Committee, which will consist of a nurse, a social worker and a rehabilitation counsellor, will make the final determination as to whether the applicant is permanently disabled to the extent that they will receive the Territorial Supplementary Allowance. For recipients outside of Whitehorse, a representative from Regional Services will be added to the S.S.R.C.
6. The decision of the S.S.R.C. will be communicated in writing to the recipient and to the social assistance officer. If the decision is that the recipient qualifies for the T.S.A., the officer will add it to the recipients next budget, SUPERVISORY APPROVAL REQUIRED out in the Regulations. If the decision is that the recipient does not qualify for the T.S.A., the recipient may appeal this decision by completing a Notice of Appeal and having the matter reviewed by the Appeal Committee.
7. For persons in receipt of T.S.A. by virtue of disability not age, their ongoing eligibility will be reviewed by S.S.R.C. on an annual basis.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.1.18.
Benefits**

SUBJECT:

Shelter Allowance for the Severely Disabled
Social Assistance Regulations, Schedule A, Section H

POLICY & INTENT

When an applicant is severely disabled and requires extensive personal care and supervision in an Approved Home and meets other eligibility criteria, the Department will incorporate into the budget of the applicant a shelter allowance sufficient to cover the costs of the shelter.

GUIDELINES

A severe and permanent disability is defined as any major loss or abnormality of psychological, physiological or anatomical structure or function and requires extensive personal care and supervision.

An 'Approved Home' is defined as a residential placement assessed and approved by the unit responsible for Services to Persons with Disabilities and under contract with the Director of Social Services for provision of shelter to the severely disabled.

An applicant must otherwise qualify for social assistance benefits and must meet the eligibility requirements for both social assistance and Services to Persons with Disabilities.

The Services to Persons with Disabilities unit will have the sole responsibility for determining how severe or extensive any disability might be and the appropriateness of any approved home placement for an applicant.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
6.2.1.
Benefits**

SUBJECT:
Funeral Expenses
Social Assistance Regulations, Schedule B, Section N

POLICY & INTENT

Benefits may be granted to cover the costs of burying a person whose estate is insufficient to cover the costs of his/her burial or cremation. Payment for a burial plot shall be made at the cost established by the local authority in which the burial takes place.

GUIDELINES

1. Benefits are available for professional services, basic lined casket and visitation and are set by the Director of Social Services.
2. Minimum costs for the burial plot are set by the local authority.
3. The fees should cover a modest, respectful burial or cremation by the most efficient means available.

PROCEDURES

1. In all requests for an indigent burial or cremation the Office of the Public Administrator (YTG) must be consulted prior to authorizing expenditures.
2. The office of the Public Administrator will contact the Department for authority to proceed.
3. The officer will authorize the Public Administrator to proceed with the most cost effective means possible; this will include burial or cremation. Make payment The Public Administrator will advise accordingly. This would also be an appropriate time to advise the Administrator of monies owing by the deceased to the Department.
4. In the event that there is an estate or potential funds for an estate (e.g. CPP Death benefits reimbursement), these funds will be applied towards the costs of the burial or cremation.

5. The Department of Veteran's Affairs (Last Rites) will provide for all military service personnel.
6. When the invoice arrives from the funeral home, the officer will authorize payment through the Social Assistance Program by means of an Authorization Order, or cheque, in accordance with the fees established by the Director.
7. In some instances, it may be necessary to open a new file solely for the purposes of making payment for an indigent burial or cremation.
8. In the event that clarification is required, officers are asked to discuss the matter with the Supervisor or Regional Manager.

Effective March 1, 2004

Indigent Burial - Service comprised of professional services and a 'minimal' casket, cost of burial plot extra: \$4,275.00.

Indigent Cremation Service - comprised of professional services, rental casket with liner (in cases of viewing) or cremation flight casket and cremation fee. (transport of remains is extra) \$3,475.00.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.2.
Benefits**

SUBJECT:

Child Care

Social Assistance Regulations, Schedule B, Section P
Child Care Act, Section 7

POLICY & INTENT

If the cost of child care is not payable under the Child Care Subsidy Program, an allowance may be provided:

1. for full-time child care and half-time child care, at the same rate as is established under the Child Care Subsidy Program; and
2. for less than half-time child care, at the rate of \$3 per hour. If the child care is not available to the recipient at this rate then an allowance up to actual cost may be provided, subject to prior approval by the Director by way of a Tracking Form.

GUIDELINES

The Child Care Subsidy Program will be the primary financial resource for all child care services provided by licensed day care centres or licensed family day-homes.

1. Social assistance funds will not be used to pay for child care services provided by licensed facilities to recipients eligible under the Child Care Subsidy Program, with the exception of facility costs exceeding the maximum child care subsidy rate.
2. Under special circumstances where licensed facilities are not available, or child care services are not payable under the Child Care Subsidy Program, a child care allowance may be granted to social assistance recipients:
 - a) for full-time and half-time child care, an allowance may be granted at the same rate established by the Child Care Subsidy Program.
 - b) for less than half time child care, an allowance of \$3 per hour, per child may be granted.

c) special needs, an allowance up to actual cost may be provided with the approval of the Director.

7. Under no circumstances are social assistance funds to be used to provide a child care allowance to a family day-home which is required by law to have a license and is not licensed.
8. An allowance of \$6.00 per week per household may be granted to social assistance recipients for recreational purposes, at the discretion of the officer.

PROCESS

1. All social assistance recipients who are utilizing licensed day care centres and licensed family day-homes should be directed to make application to the Child Care Subsidy Program.
2. Where a social assistance recipient has his/her child(ren) placed in an unlicensed family day-home, they should be encouraged to place their child(ren) in a licensed facility and apply to the Child Care Subsidy Program.
3. For child care costs above the maximum child care subsidy rates, the officer shall issue an allowance to cover the additional fee charged by the licensed facility, upon submission of receipt.
4. When the recreational child care allowance is requested by a social assistance recipient, the officer may issue an allowance of up to \$24 per month provided that child care receipts are being submitted.

Note: Child Care Act, Section 7

Family day homes must be licensed if they have:

1. more than 4 infants;
2. more than 6 pre-school children where not more than 3 are infants;
3. c. more than 8 pre-school children where none are infants; including their own children.

SUPERVISORY APPROVAL REQUIRED

Revised December 3, 2004

**Social Assistance
G.2.3.
Benefits**

SUBJECT:
Christmas Allowance
Social Assistance Regulations, Schedule B, Section O

POLICY & INTENT

An allowance for Christmas of \$30 per person, will be provided to persons who are recipients in the month of December.

To be eligible for this allowance, applicants must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).

The officer will issue an additional \$30 per person on December's budget upon the Director's approval.

Revised December 3, 2004

**Social
Assistance
G.2.4.**

Subject:
Eligibility for Supplementary Benefits
Social Assistance Regulations, Schedule A, Section J

POLICY & INTENT

An allowance for items of supplementary need may be granted in accordance with Schedule B to dependent children of adults who are eligible for regular basic assistance in accordance with Schedule A; to persons who are permanent exclusions from the Labour force who are receiving regular basic assistance in accordance with Schedule A; and to adults who have been receiving regular basic assistance in accordance with Schedule A for a minimum of six consecutive months.

GUIDELINE

All requests for Supplementary Benefits (over \$250.00) other than those listed as exceptions at the end of this section must be approved in advance by the Director by means of an approval tracking form unless otherwise stated in the policy.

Exceptions are G.2.6. Household Equipment, Furniture, Furnishings and Supplies; Optical section G.1.11. Health Benefits Basic and G.2.15 Supplementary Health Benefits; G.2.16. Telephone Allowances; G.2.3. Christmas Allowance; G.2.13 Special Clothing.

Revised December 3, 2004

**Social
Assistance
G.2.5.
Benefits**

SUBJECT:
Expenses Incidental to Education
Social Assistance Regulations, Schedule B, Section E

POLICY & INTENT

An allowance may be provided if required to cover expenses of students such as transportation, school supplies, school activity fees, text books, locker fees, and gymnasium clothing.

1. to an annual maximum of \$50.00 per student in grades K to 5;
2. to an annual maximum of \$65.00 per student in grades 6 to 12.

GUIDELINE

1. Applicants must otherwise qualify for social assistance benefits and must meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. Eligible applicants will receive this allowance at the beginning of the school year.

APPROVAL

SUPERVISORY APPROVAL REQUIRED

Revised December 3, 2004

**Social Assistance
G.2.6.
Benefits**

SUBJECT
Household Equipment
Furniture, Furnishings and Supplies
Social Assistance Regulations, Schedule B, Section D

POLICY & INTENT

If the recipient is operating a household, provision may be made, if required, for the purchase, repair or replacement of equipment and supplies for the home, such as bedding, towels, dishes, utensils, essential articles of household furniture and furnishings if required, to a maximum of \$500 in any period of 12 months.

GUIDELINES

1. Applicants must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. Items should be essential for the operation of a household.
3. In case of fire or other unexpected damage or loss of property, a re-issuance of the furniture allowance may be made upon approval of the Director.

PROCEDURES

1. Applicants must provide an itemized list and three estimates provided by local sources so that the most reasonable prices only may be covered.
2. Payment should be made by authorization order or direct payment unless there are compelling reasons to do otherwise.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.7.
Benefits**

SUBJECT:
Household Moving Expenses
Social Assistance Regulations, Schedule B, Section J

POLICY & INTENT

1. An allowance may be provided if required for household moving expenses when a change of residency is necessary, as a result of:
 - a) meeting the requirements of the Relocation Policy;
 - b) moving within the territory to confirmed employment;
 - c) fleeing an abusive relationship;
 - d) medical reasons;
2. While the Department respects the self-determination of clients, the Department is not able to fund life style decisions that interfere with the client's ability to become self-sufficient.

GUIDELINES

1. The applicant must otherwise be eligible for social assistance benefits and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. The applicant must get prior approval for moving costs by submitting a letter of request.
3. A recipient is required to assist in moving their household items within reason, except where health and physical barriers make it impossible for them to do so.
4. Officers will recommend the least expensive, most reasonable option. Usually, this will mean the company who has a standing offer with YTG for moving and storage.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.7.
Benefits**

SUBJECT:
Household Moving Expenses
Social Assistance Regulations, Schedule B, Section J

POLICY & INTENT

An allowance may be provided if required for household moving expenses when a change of residency is necessary, as a result of:

- e) meeting the requirements of the Relocation Policy;
- f) moving within the territory to confirmed employment;
- g) fleeing an abusive relationship;
- h) medical reasons;

While the Department respects the self-determination of clients, the Department is not able to fund life style decisions that interfere with the client's ability to become self-sufficient.

GUIDELINES

1. The applicant must otherwise be eligible for social assistance benefits and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. The applicant must get prior approval for moving costs by submitting a letter of request.
3. A recipient is required to assist in moving their household items within reason, except where health and physical barriers make it impossible for them to do so.
4. Officers will recommend the least expensive, most reasonable option. Usually, this will mean the company who has a standing offer with YTG for moving and storage.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

| | |
|---|---|
| Social Assistance G.2.8 Benefits | SUBJECT: Housekeeping Allowance Social Assistance Regulations, Schedule B, Section H |
|---|---|

POLICY & INTENT

An allowance for housekeeping services in the recipient's home, including the cost of maintaining a housekeeper when necessary, may be included in a recipients budget when such services are deemed essential.

GUIDELINES

1. The applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. In determining the necessity for such an allowance, the officer should have a detailed request from a physician, the hospital, counsellors, or other health or social service officials, setting out the necessity for such an allowance and the expected length of time it will be required. In Whitehorse, the Home Care Coordinator must be consulted.
3. It is the applicant's responsibility to make arrangements for a housekeeper and the Department assumes no responsibility or liability.
4. The officer should recommend the least expensive, most reasonable option in the circumstances.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.9.
Benefits**

SUBJECT:
Installment Payments on Essential Household
Furniture, Equipment and Furnishings
Social Assistance Regulations, Schedule B, Section L

POLICY & INTENT

An allowance may be provided to meet payments for essential household furniture, equipment and furnishings on a reduced scale sufficient to prevent seizure of essential household furnishings or equipment. An Agreement to Repay must be undertaken.

GUIDELINES

1. Applicants must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. In circumstances where failure to pay would result in seizure of items of essential household equipment and furniture, and compromise the health and safety of social assistance recipients and their dependents, an allowance may be granted upon the Director's approval, in advance, by means of a Tracking Form.
3. Only the minimum amount shall be provided to prevent seizure and ensure the health and safety of social assistance recipients and their dependents.
4. Social assistance recipients with special medical needs and/or those who are permanently excluded from the work force may be eligible for an allowance to cover their installment payments on essential household equipment and furniture, provided that all other options have been previously considered.
5. Essential household items are regarded as such items as fridge, stove, beds, kitchen table and chairs. Items such as color TV, VCR, stereo, etc, are probably not essential.
6. Efforts should be made to discuss alternative payment arrangements with the vendor and/or alternative ways of acquiring essential household items.

7. In special circumstances such as for short-term social assistance recipients, an allowance for essential household furniture and equipment may be granted under an agreement to repay.

PROCEDURES

5. When the officer is convinced that the health and safety of social assistance recipients may be compromised and that all available options have been explored to prevent seizure of essential household equipment and furniture, he or she may request approval from the supervisor.
6. Method of payment is the prerogative of the case manager.

Revised December 3, 2004

**Social Assistance
G.2.10
Benefits**

SUBJECT:
Laundry Allowance
Social Assistance Regulations, Schedule B, Section I

POLICY & INTENT

An allowance may be provided for the recipient who is unable to do his/her own laundry and where there is no-one able to do his/her laundry for him/her and/or where he/she lacks facilities for laundering.

An allowance may be provided, if required, for laundry services for a recipient:

1. who is unable to do his/her own laundry; or
 2. where there is no member of the family able to do his/her laundry for him/her;
or
 3. where he/she lacks facilities for laundering; or
 4. an allowance to a maximum of \$10 per month per family member may be paid where an applicant is required to pay for washing machines as part of their rental or lease agreement.
 5. The applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
1. The officer should normally make a home visit to verify available laundry services.

Revised December 3, 2004

**Social Assistance
G.2.11
Benefits**

SUBJECT:
Rehabilitation Allowance
Social Assistance Regulations, Schedule B, Section G

POLICY & INTENT

An allowance may be granted at a rate to be determined by the Director, for:

1. the rehabilitation of the recipient or of his or her dependent with a view to making the recipient or dependent employable; or
2. the training of the recipient or of his or her dependents for a specific employment opportunity.
3. The allowance referred to in section 1 may be granted only if the recipient and his or her dependents have explored all other available resources and are unable to obtain the necessary assistance from them, and are not eligible for other rehabilitation allowances.

GUIDELINES

1. The applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4)
2. All requests for this allowance must be accompanied by a comprehensive rehabilitation assessment and a comprehensive self-sufficiency plan.
3. The rate for the fiscal year 2004/2005 = to a maximum of \$ 100.00

SUPERVISORY APPROVAL REQUIRED

Revised December 3, 2004

**Social Assistance
G.2.12
Benefits**

SUBJECT:

Repairs, Alterations or Additions to Property
Social Assistance Regulations, Schedule B, Section K

POLICY & INTENT

An allowance may be provided if required for repairs to property owned and occupied by the recipient, if they are essential to the health and safety of the recipient, and where the recipient is expected to be in receipt of assistance for more than six months, and the repairs, alterations, or additions to the recipient's property are to be considered economically feasible. The allowance will be provided on an Agreement to Repay, payable when the property is transferred or sold or the applicant becomes self-sufficient.

GUIDELINES

1. The applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. All requests must be approved by the Director, in advance, by means of a Tracking Form.
3. The officer will recommend the least expensive, most reasonable option under the circumstances.

PROCEDURE

The recipient is required to get prior approval before getting repairs, alterations, or additions done by submitting a letter of request with an estimate of cost and an explanation of why work is essential for their health and safety. An Agreement to Repay is completed prior to benefits being issued.

SUPERVISORY APPROVAL REQUIRED

Revised December 7, 2004

**Social Assistance
G.2.13
Benefits**

SUBJECT
Special Clothing
Social Assistance Regulations, Schedule B, Section A

POLICY & INTENT

Provision may be made for special clothing if required and if not provided for in the allowance for basic clothing needs or if no such basic allowance is granted. An allowance for winter clothing may also be paid to a maximum of \$125 per adult per year and \$75 per child per year.

GUIDELINES

1. An applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. For special clothing related to obtaining or keeping employment, see Section 27 of the Regulations or Policy H.1.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
6.2.14.
Benefits**

SUBJECT:

Supplementary Dental Services
Social Assistance Act, Section 8
Social Assistance Regulations, Section 2, Section 4(4), and
Schedule A, Section J and Schedule B, Section Q

POLICY & INTENT

The purpose of this policy is to provide authority for expenditure of funds for basic and essential dental service for qualified applicants of social assistance. Benefits are approved by the Director on an annual basis.

GUIDELINES

1. This policy applies to all services provided by licensed members of the Yukon Dental Association and the Yukon Denturist Association.
2. Essential dental care for children up to Grade 9 is available through the Children's Dental Health Program and will not be authorized under the social assistance program.
3. Applicants requesting supplementary dental services must first qualify for benefits as provided under the Regulations and meet the eligibility criteria for supplementary benefits.
4. Emergency dental services to alleviate pain and discomfort are regarded as basic dental services. These include: (a) Emergency oral examinations, (b) X-rays, as necessary, (c) Extraction of symptomatic teeth, (d) Temporary restoration of symptomatic teeth, (e) amalgam fillings.
5. The following supplementary dental services, if they are deemed necessary to the health and well being of the recipient may be authorized for those applicants who have been in receipt of benefits for more than six months and who are deemed exempt from the work force: (a) partial or full dentures; (b) relining of dentures; (c) scaling, root planing, prophylaxis and hygiene services.
6. Under no circumstances does the Department cover root canals or crown and bridge work.

7. All dental services in excess of \$100 must be approved, in advance, by the Director by means of a Tacking Form.
8. Approved fees will be established by the Director of Social Services on an annual basis. Currently we are working under the 1993 approved Fee Guide for both Yukon Dental Association and the Yukon Denturist Association.

PROCEDURES

7. In the event a social assistance applicant approaches or is referred to the Department about receiving dental services, this policy should be reviewed with the applicant.
8. The officer will assess eligibility for dental services in accordance with this and other related regulations and policies.
9. Emergency dental services may be authorized for applicants who do not have the financial resources to cover these costs under Basic Dental Services.
10. Any request for supplementary dental services requires a written treatment plan from the dentist or denturist indicating what services are absolutely necessary, the appropriate codes from their fees guide and an estimate of cost.
11. Purchase orders or vouchers for treatment may be issued to the dentist or denturist once approval is received.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.15.
Benefits**

SUBJECT:
Supplementary Medical Services
Social Assistance Regulations 9, Schedule B, Section Q

POLICY & INTENT

What supplementary health benefits can be authorized under the social assistance program.

1. Assistance may be provided for necessary but non-emergency requirements such as:
 - a) Dental work or oral surgery;
 - b) Dentures;
 - c) Eyeglasses and artificial eyes;
 - d) Hearing aids and batteries;
 - e) Family planning devices;
 - f) Items necessary for a handicapped person; and,
 - g) Other items of personal use approved by the Director and at rates established by the Director.
2. All requests for prescription drugs and eye care for children under age of 18 should be referred to the Children's Drug and Optical Program, Health Insurance Program, 204 Lambert St., Whitehorse, Yukon, (867) 667-8484. Outside Whitehorse, call 1-800-661-0498, ext 8494.
3. All requests for prescription drugs and eye care for status children of blended families up to the age 18 will be referred to the Children's Drug and Optical Program, DIA.
4. All requests for dental services for children up to grade 9 shall be referred to the Children's Dental Program.

GUIDELINES

1. The recipient must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. It is the responsibility of the applicant to access all possible financial resources prior to receiving benefits under the social assistance program. This would include accessing benefits under the Y.H.C.I.P. or private health care plans as a primary resource.
3. The officer should satisfy themselves that any supplementary benefits requested are absolutely necessary to the health and well-being of the applicant.
4. Payment is initiated for prescription medicines and/or other health treatments only after it is determined that it is a legitimate course of treatment. Should the Health Branch (Chronic Disease Program) or other agency indicate that despite the legitimacy of the treatment they are unable to provide payment, then payment may be issued from the social assistance program with the approval of the supervisor.
5. Expenditures should be the least expensive most reasonable option available. The following limits or caps will apply:
 - a) Dental: see dental policy;
 - b) Denturist: maximum of one pair of dentures in any one year period;
 - c) Optical: maximum of one eye examination and one new pair of glasses or contact lenses in any two year period. Payment for frames should not exceed \$65.00, while lenses are paid for at actual cost.
6. There is no provision to cover costs for ancillary treatments such as chiropractic, private physiotherapy, acupuncture, acupressure, or massage.
7. Drug Cards:
 - a) Clients who are issued drug cards must present the related prescription to the pharmacist in order to receive the medication.

- b) If a client does not have the script the pharmacist will contact ASU to verify the term and conditions of the prescription.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.16
Benefits**

SUBJECT:
Telephone Allowance
Schedule B, Section C

POLICY & INTENT

An allowance for a telephone may be provided if it is necessary to secure work, emergency medical care or for any other special circumstances.

GUIDELINES

1. The applicant must qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. Under no circumstances will long distance charges be paid.
3. The allowance, if approved, will be for the least expensive option available under the circumstances.
4. In cases where recipients must rely on a radio phone in order to secure work, Social Assistance may provide an additional allowance equivalent to fifteen, three minute calls to Whitehorse or other major centre on a monthly basis, to a maximum of \$50.00 (not including the regular monthly service charge).
5. If an applicant is approved for a telephone allowance and requires a security deposit, an allowance may be provided to cover the security deposit on the condition that it is treated as an advance. The applicant completes an Agreement to Repay Form - YG(17070) and the amount is recovered over six consecutive months.
6. The office will ensure that they have a receipt for payment prior to issuing a further telephone allowance.

SUPERVISORY APPROVAL REQUIRED

Revised December 6, 2004

**Social Assistance
G.2.17
Benefits**

SUBJECT:
Transportation Expenses
Social Assistance Regulations, Schedule B, Section B

POLICY & INTENT

An allowance may be provided for transportation expenses, if required for employment or health reasons, at a rate established by the Director.

GUIDELINES

6. The applicant must otherwise qualify for social assistance benefits under the Regulations and must meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
7. Applicants who are working, looking for work, or who have health problems, may be eligible for a monthly allowance, the equivalent of a monthly bus pass, to assist them with their transportation needs.
8. There is no provision in the Regulations to pay for expenses related to operating a vehicle (neither gas, nor insurance, nor tires, nor repair) other than Section 17 where "a risk to health or safety" exists.

The rate for fiscal year 2003/04 = \$ 50.00

Revised December 3, 2004

**Social Assistance
G.3.1.
Other
Benefits**

SUBJECT:

Comfort Allowance for Applicants in Nursing Homes, Special
Care Homes or Hospitals
Social Assistance Regulations, Section 22 and Schedule B (Q)

POLICY & INTENT

Additional benefits are available for applicants in nursing homes or special care homes.

1. Any applicant who resides in an approved nursing home or special care home and otherwise qualifies for social assistance benefits, will also receive a comfort allowance of \$125 per month.
2. Any recipient who is hospitalized for a period longer than 30 days will be eligible for the comfort allowance as long as the recipient remains eligible for supplementary social assistance benefits.

GUIDELINES

1. At the present time approved facilities include MacDonald Lodge, Thomson Center and Macaulay Lodge. Any other facility must be approved by the Director, in advance by means of a Tracking Form.
2. If an applicant in one of these facilities otherwise qualifies for social assistance benefits, the officer may add a comfort allowance of \$125 to the applicants budget without further approval.
3. Officers should also refer to Policy D.17, "Applicants in Nursing Homes or Special Care Homes", for additional information on liquid asset exemptions.

Revised December 3, 2004

**Social Assistance
G.3.2.
Benefits**

SUBJECT
Emergency Social Assistance
Social Assistance Regulations, Section 17

POLICY & INTENT

Circumstances assistance may be provided to persons not otherwise eligible.

Emergency Social Assistance benefits may be provided to persons who are not eligible for regular social assistance as set out in Schedules A and B or Section 27 (urgent but temporary need), to alleviate risk to health or safety.

GUIDELINES

1. The officer should first determine whether an applicant is eligible for any regular benefits set out under the Regulations. This is accomplished through the budget deficit method of calculation.
2. Section 27 (Urgent but Temporary Need) should be considered next. This Section sets out some specific items (deposits, arrears, relocations, etc.) which can be considered but require an Agreement to Repay.
3. If after determining eligibility, the officer is of the opinion that the person is not eligible for benefits or the amount of benefits is insufficient and the applicant is not eligible for urgent but temporary needs, and there is an imminent risk to the health or safety of the applicant or his/her family, emergency social assistance benefits may be requested which is approved by the supervisory.
4. Examples of this type of situation include:
 - a) an imminent power disconnection in the middle of the winter; I
 - b) imminent eviction for failure to pay rent,
 - c) fire or other natural disaster (even though regular benefits may have been provided),
 - d) lack of food in the house, etc

- e) In some extreme cases there are other situations involving health and safety taken in a broader context. Examples:
- ❑ Request for excess rent where failure to provide it would lead to hospitalization or institutionalization for the elderly, disabled or mental health client.
 - ❑ Care of a guide dog.
 - ❑ Where apprehension of a child under the Childrens Act may be appropriately prevented.
5. The officer must assure themselves that the applicant has no other visible means of supporting themselves.
 6. Only the minimal amount of emergency assistance may be provided in order to remove or alleviate the health or safety risk.
 7. All funds provided under this section, may be regarded by the Director as an advance to be recovered.
 8. All regular file documentation must be completed, even if the applicant is eligible for only Emergency Social Assistance benefits.

PROCEDURE

Once an officer determines the nature of the emergency, whether the applicant is eligible for regular benefits urgent but temporary benefits, and the amount of emergency social assistance required, they should complete a Tracking Form, complete with their recommendations and submit it to the Director for approval.

Revised December 3, 2004

**Social Assistance
G.3.3.
Benefits**

SUBJECT
Repatriation
Social Assistance Regulations, Section 27(2)(c), and Schedule
B, Section J

POLICY & INTENT

Persons in need may be granted financial assistance for repatriation costs when such persons are without sufficient income, funds, or assets to cover these costs. Any assistance provided is to be repaid should the recipient return to the Yukon.

GUIDELINES

1. The applicant must otherwise qualify for social assistance benefits under the Regulations and meet the eligibility requirements for Supplementary Benefits (see Policy G.2.4).
2. Individuals may be eligible for repatriation when:
 - a) they have confirmed employment at requested destination;
 - b) they are returning to sound social support network;
 - c) the move is viewed to be permanent;
 - d) they have substantiated medical needs that cannot be met inside the Territory.
 - e) they are fleeing an abusive relationship
3. The officer will:
 - a) prepare an outline of the plan (reason, support, medical information);
 - b) obtain estimates of financial costs of move (social assistance will cover least expensive and appropriate mode of transportation, shipment of personal effects only, will be covered, ie. no furniture);
 - c) contact receiving jurisdiction (identified family member to confirm situation, employer, social assistance authority).

- d) in situations involving children ensure that the parties in question have legal authority to remove the children from the Territory.
- 4. All payments under this section are to be treated as an advance, requiring an Agreement to Repay which will be enforced should the recipient return to the Yukon.

APPROVAL

All requests for repatriation must be approved by the supervisor

Revised December 3, 2004

**Social Assistance
6.3.4.
Benefits**

SUBJECT
Transitional Benefits
Social Assistance Regulations, Section 17.1

POLICY & INTENT

The purpose of this section is to authorize the officer to provide transitional benefits, in certain circumstances, to social assistance recipients.

Any recipient who has received regular social assistance benefits for a minimum of six consecutive months and who then, due to employment, ceases to be eligible for regular benefits, may be entitled to receive "transitional benefits" for health care services and child care for the six months after they cease to be eligible for regular assistance benefits.

These transitional benefits will be paid only for one period of up to six months and will be paid at the same rate as if the person were still receiving regular assistance and will be paid only if, or only to the extent that, the expenses are not covered by any other program.

GUIDELINES

1. Transitional benefits recognize that for some recipients the transition from social assistance to full time employment is difficult and often financial pressures force a recipient to quit their job and re-apply for social assistance benefits.
2. Transitional benefits include: medical, pharmaceutical, dental, optometrist services and child care, but only to the extent that they are covered under Schedule A of the Regulations. For example, emergency dental procedures only would be covered, not other more extensive rehabilitative procedures.
3. To be eligible for transitional benefits, the recipient must have been in receipt of regular social assistance benefits for at least six months and found employment to the extent that their income from that employment would under normal circumstances make them ineligible for social assistance benefits.
4. Transitional benefits will only be provided for a maximum of six months, if requested by the recipient and the recipient has no other means of paying for

these expenses. For example, if dental insurance is available to the recipient, then they must avail themselves of this program in lieu of transitional benefits.

5. Social Assistance benefits for child care may be provided, only to the extent that a recipient would normally be covered under the Regulations and Policy. That is, the recipient must first apply for a child care subsidy, and benefits may be provided only if they do not qualify for these benefits, if licensed day care is not available or appropriate, or if the subsidy does not cover the actual cost of child care.

PROCEDURES

1. The officer should request approval from the Director in advance for "transitional benefits" by way of a Tracking Form, and re-submit any individual requests as specified in other sections of the regulations and policy.
2. The social assistance file should remain open during the six month transitional benefits period and designated as "Transitional".
3. Adequate documentation should be made on the file to indicate first, that the recipient is eligible for transitional benefits and second, any benefits provided.

Revised December 3, 2004

**Social Assistance
6.3.5.
Other Benefits**

SUBJECT
Welfare Services
Social Assistance Regulations, Section 23

POLICY & INTENT

The Director may provide or arrange for the provision of welfare services to persons in need or to persons who, in his/her opinion, are likely to become persons in need, unless such services are provided.

Welfare services are those services having as their objective the lessening, removal or prevention of the causes and effects of poverty, child neglect or dependence on public assistance.

GUIDELINES

1. The Department would like to facilitate the removal of any obstacles to an applicant becoming self-sufficient. Therefore any reasonable request for welfare services that will lead directly to self-sufficiency is encouraged.
2. Welfare services include:
 - a) counselling concerning family, social, economic, or other problems threatening the stability of the family;
 - b) rehabilitative services; and,
 - c) any other services necessary to prevent or reduce dependency.

PROCEDURES

1. When an applicant requests welfare services, or when an officer is of the opinion that welfare services are required, the officer should do an assessment to determine the nature of the service required and the most appropriate resource to provide this service. Officers may provide welfare services directly to the extent that their time and qualifications permit.
2. Applicants who require more intensive or more in-depth counselling or counselling that is beyond the capability of the officer, should be referred to

an appropriate community resource. These may include Mental Health Services, Family Violence Prevention Unit, etc.

3. Applicants requiring rehabilitative services should be referred to the Developmental Disabilities Unit of Y.T.G.
4. Applicants requiring substance abuse counselling or treatment should be referred to the Alcohol and Drug Services Unit of Y.T.G.
5. Applicants requiring intensive employment and training services should be referred to the Employment and Training Services Unit of Y.T.G.

APPROVAL

Supervisory approval is required.

Revised December 3, 2004

**Social Assistance
G.3.6.
Benefits**

SUBJECT

Layettes

Social Assistance Regulations, Schedule A. Section J. (a);
Schedule B. Section A.

POLICY & INTENT

Provision may be made for layettes if required and if not provided for in the allowance for basic clothing needs. An allowance for layettes may be paid to a maximum of \$125 per infant.

GUIDELINES

1. An applicant must otherwise qualify for social assistance benefits under the Regulations.
2. The benefit must be provided within one month of the infant's birth.

Revised December 3, 2004

**Social Assistance
H-1
Recovery of
Benefits**

SUBJECT:
*Agreements to Repay
Social Assistance Regulations, Section 27*

POLICY & INTENT

The use of *Agreements to Repay*.

In all instances specified in this policy, the officer will enter into an *Agreement to Repay* with the applicant for social assistance prior to granting any social assistance benefits. Persons eligible under this policy would ordinarily not be eligible for assistance because they will have the resources necessary within a short period of time to meet their own needs.

EXAMPLES

1. an employed person who is waiting for a cheque from an employer
2. a person who loses all possessions in a house-fire,
3. a person who does not have the resources at the time to purchase a winter coat
4. or a person who can not pay the deposit on a rental unit.

AGREEMENTS TO REPAY WILL BE COMPLETED FOR:

1. Deposits that will be returned to the recipient;
2. Relocation or moving expenses out of the Yukon, but only on the condition that the assistance will be paid back to the Government of the Yukon if the recipient moves back to the Yukon. Moving expenses are limited to the cheapest option, and meet the requirements set out in Policy G.2.7;
3. Expenses incidental to commencing training or employment and restricted to a maximum expenditure of \$1,000 a year;

4. Arrears of debts incurred prior to application for assistance for utilities on residential property which the recipient owns and resides in and where there is an immediate health or safety risk.
5. In lieu of liquidation of items of personal property over and above the \$5,000 exemption if the recipient is self-employed and needs it to carry on business.
6. Any other instances of emergency social assistance.

BUSINESS PROCESS

1. It should be recognized that applicants for urgent or essential goods require from time to time funds and services over which they have little control, but are outside of what would normally be provided under social assistance. In these instances, benefits may be provided, if approved by the Director and treated as an advance, which is to be recovered through an Agreement to Repay.
2. The officer should satisfy him/herself that the goods or services are urgent or essential and that there is a reasonable expectation that the applicant could repay this amount within a reasonable amount of time. If repayment would take longer than six months then an agreement to repay can not be entered into.
3. As set out in other sections of the Regulations and Policy, the least expensive option should be the preferred option. When the applicant does not own any real property (land or buildings) an Agreement to repay should be completed on Form - YG (17070). Terms of the repayment should be clear and precise. For example: "...to be repaid immediately upon return to the Yukon..." or "...to be repaid in six monthly payment on the first of each month, commencing on September 1, 1994....".
4. When the applicant owns real property (land or buildings) the Department will attempt to register an encumbrance against that property. Therefore it will be necessary that the Applicant provide a certificate of Title for the property and that Form 12 (Encumbrance) and Form 22 (Affidavit of Attestation) be completed by the office with the Applicant. Completed documents should be forwarded to the appropriate supervisor for filing at Land Titles. Forms 12 and 22 are available on "G" Drive under "SA Forms".

APPROVAL

1. The actual Agreement to Repay does not need the Director's approval. However, if services specified exceed \$100, then supervisory approval is required.

Revised December 3, 2004

**Social Assistance
H.2.
Recovery of
Benefits**

SUBJECT:
Allegations of Financial Abuse or Fraud
Social Assistance Act, Section 8
Social Assistance Regulations, Sections 5, 13 and 30

POLICY & INTENT

How the Department will proceed with allegations of abuse or fraud.

POLICY STATEMENT

The Department will have a zero tolerance for the abuse or fraud of public funds. Allegations of abuse or fraud will be investigated expeditiously and in instances where there is reasonable grounds to believe that abuse or fraud has occurred, the funds will be recovered as quickly as possible and those persons responsible will be prosecuted to the full extent of the law.

GUIDELINES

1. All allegations of abuse or fraud are to be documented and investigated as quickly and as efficiently as possible.
2. All persons accused of abuse or fraud are to be considered innocent until proven otherwise.
3. All allegations of abuse or fraud involving employees of the Government, must be brought to the attention of the Director immediately.
4. Officers are not authorized to forgive or to ignore any benefits which may have been received inappropriately by an applicant.

When a file has been referred to the RCMP, the applicant will be eligible for Schedule A benefits only, subject to otherwise qualifying under the Regulations.

1. Where there are confirmed situations of abuse or fraud, the individuals should be encouraged to repay the amount of benefits received inappropriately as quickly as possible. For details see the policy "Voluntary Repayment of Benefits".

2. Any recipient convicted of fraud or related charges of social assistance benefits may continue to be eligible for social assistance. Verification of all documentation must be undertaken in the most stringent manner. It will be considered a new file and as a result subject to restriction or access to Schedule B benefits for six months.

PROCEDURES

1. All complaints or allegations of abuse or fraud will be documented on the "Information re: Fraud Allegation" form, by the person taking the call or complaint. For open files the complaint will be referred to the current officer handling the file. For closed files the complaint will be referred to the last officer for the file. If this is not possible the complaint will be referred to the Supervisor.
2. The officer will review the complaint. Where there is an open file and the facts are clear and straightforward, the officer should discuss the matter with the applicant and a report prepared and sent to the officer's immediate Supervisor. Where the facts are unclear or where further investigation may be required, the officer should prepare a report with their recommendations to their immediate supervisor.
3. Where the file is closed the appropriate officer will prepare a report for their immediate supervisor with their recommendations.
4. Where it is appropriate to recover benefits, the Department will proceed as outlined in the policy "Recovery of Assistance".
5. In all instances where there are reasonable and probable grounds to believe that benefits were received illegally, the Supervisor will prepare a report for the RCMP and send the file to them for further investigation with a recommendation that charges be laid if appropriate. The recipient will be notified in writing.
6. Any officer unsure of how to proceed or who needs to consult about a file should do so as quickly as possible.

Revised December 3, 2004

**Social Assistance
H-3
Recovery of
Benefits**

SUBJECT:

Recovery and Repayment of Social Assistance Benefits
Social Assistance Regulations, Section 25

POLICY & INTENT

When and how benefits should be recovered.

The Department will attempt to recover from an applicant or the estate of an applicant the amount of any payment of assistance in excess of that authorized by the Act or Regulations or to which the applicant was not entitled but which was granted to him/her because of his/her deliberate concealment or failure to disclose income or assets.

GUIDELINES

1. It is the responsibility of an applicant to accurately advise the officer of all relevant information in order to determine eligibility and to calculate the amount of benefits. The officer should ensure, through clarification and verification, that all information being used to calculate eligibility and benefits is complete and accurate.
2. Occasionally, benefits in excess of what an applicant might be entitled to is provided. In these situations budget calculations should be redone accurately to determine the excess amount of benefits provided, proper recordings made, an overpayment noted on the file and the excess benefits recovered as quickly and as reasonably as possible.
3. The officer should use their discretion so that the recovery of an overpayment does not create a situation of undue hardship.

PROCEDURES

1. When an officer becomes aware of a situation where excess benefits may have been issued, the appropriate budgets should be recalculated to determine the exact amount of benefits that should have been issued and the amount of the overpayment. This should be documented on the file.

2. The excess amount should be entered on the Grant Sheet as an "overpayment" and on the file if one exists.
3. Where the recipient of excess funds has ceased to receive social assistance benefits after 2 months of file inactivity and file closure, an automatically generated collection notice which actions a collection letter by the Office Administrator. If there is no file activity within 30 days following this initial letter, a second collection notice letter is generated for the Office Administrator to action a Double Registered letter and again if there is no response, direct referral to a Collection Agency remove will occur. The entire process is detailed in Policy H.6 "Collection of Bad Debts".
4. Where the recipient of excess funds is a continuing social assistance beneficiary, the recipient is to be:
 - a) interviewed by their Social Worker;
 - b) informed of the reason for the overpayment and the amount;
 - c) advised of the rate of monthly recovery from their assistance budget and the projected term;
 - d) The interview details should be confirmed via form letter attached to the client's monthly assistance. A copy of the letter is to be retained on the client file. The appropriate file entries are to be made.
5. While the overpayment should be recovered as quickly as possible, the officer should note that where the recovery of excess benefits may cause undue hardship for a recipient, the excess should be recovered by deducting "a reasonable amount" from each monthly budget. The courts have ruled that any amount in excess of basic needs (Schedule A Benefits) is subject to recovery, but the officer should use their discretion.
6. In addition to the above, in all instances where the overpayment is as a result of an applicant's failure to provide full and complete information, deliberate concealment of information, failure to disclose income or assets, or any other potential abuse or fraud, the officer should first discuss the matter with the recipient and then prepare a written report for their immediate supervisor.
7. Any repayment or recovery of benefits should be noted on the Grant Sheet and on the file.

8. Copies of all correspondence generated and received with respect to the recovery of assistance are to be retained on the client file.

Revised December 3, 2004

**Social Assistance
H-4
Recovery of
Benefits**

SUBJECT:
Voluntary Repayment
Social Assistance Regulations, Section 26

POLICY & INTENT

Allow any person who has received social assistance benefits to voluntarily repay such assistance.

GUIDELINES

1. Any person who wishes to voluntarily repay social assistance benefits, should not be discouraged from doing so, but the officer should advise the individual that this choice is voluntary and is not a requirement under any legislation (other than court ordered restitution).
2. Any repayment should be accepted immediately and an official receipt issued. Receipts are distributed as follows:

White: original - to client
Pink: 1st copy - staple to the receivable instrument
Yellow: 2nd copy - remains in receipt book
3. Cheques or money orders should be made payable to the **Territorial Treasurer** - **YTG**. These forms of repayment are preferable to cash.
4. The Pink copy and the receivable are deposited through the slot in the 'Receivable Box'.
5. Each week usually on Friday afternoon, the Office Administrator at H-4, or Alternate will:
 - a) Remove contents from Receivable Box.
 - b) Balance receivables against receipts issued.
 - c) Complete the cash blotter.

- d) Convey Receivables and Cash Blotter to YTG Finance.
- e) Ensure that the repayment is noted on the client file, inputted in the accounting system and Client Grant Sheet.

Revised December 3, 2004

**Social Assistance
H.5.
Recovery of
Benefits**

SUBJECT:
Collection of Bad Debts
Social Assistance Regulations, Section 25

POLICY & INTENT

Recovering debt owed to the government.

Two attempts will be made by the Sr. Administration/Finance Clerk to collect moneys owed to the Government by ex-recipients. If these attempts are unsuccessful, the Sr. Admin/Finance Clerk will refer the matter directly to the Collection Agency retained by YTG Finance for collection purposes.

GUIDELINES

1. It is very important for Officers to document accurately all instances of overpayments or amounts to be recovered. In addition to completing the Grant Sheet and entering the amount in accounting system, the officer will complete a running record to describe the nature and amounts of the overpayment / recovery.
2. Any payments or deductions from these outstanding balances should also be noted on the Grant Sheet and in the appropriate section in LISA.
3. When an overpayment/recovery is outstanding for an existing social assistance recipient, collection is to be actioned as outlined in Policy H.4 Recovery of Assistance "Procedures".
4. When any recipient with an outstanding overpayment/recovery fails to qualify for social assistance benefits or discontinues applying for benefits, the process for continuing collection of the debt with the Dept. is as follows:
 - a) Within 2 months of client file inactivity, the file is closed and LISA automatically generates a collection notice with details of the debt. On the basis of this notice the Sr. Admin/Finance Clerk sends an initial form letter, detailing the amount and date of the arrears, via regular mail to the client requesting repayment of the debt. The former client is encouraged to contact Social Services to make financial arrangements.

- b) If there is no response to the initial form letter or repayment within 30 days, resulting in file inactivity, LISA generates a second collection notice for the attention of the Sr. Admin/Finance Clerk. As a result the Sr. Admin/Finance Clerk sends a second form letter via Double Registered Mail to the client, advising that they should address the matter of overpayment as soon as possible. Failing to respond will result in the matter being turned over to a Collection Agency for resolution. Some efforts to locate former clients who are no longer at the "last known address" will occur prior to Collection Agency referral.
- c) Copies of the generated collections correspondence will be retained on the related client files.
- d) If there is no response to the second notice, the Office Administrator will complete the Collection Listing Sheet and forward it to the contracted Collection Agency for further action.
- e) A copy of the Collection Listing Sheet will be forwarded to the Dept. of Finance, Attn: Accounts Receivable for their information.
- f) The Collection Agency keeps the Sr. Admin/Finance Clerk apprised of their results via a monthly billing report that is forwarded to Finance for payment.
- g) In cases where, as a result of Collection Agency involvement/action, the debtor pays Social Services directly and the funds remitted to Finance A/R, Finance will remit the appropriate commission to the Collection Agency. The Sr. Admin/Finance Clerk will have previously communicated with the Collection Agency to inform them of the debt payments received at Social Services. On the basis of this exchange of information, the Collection Agency will be able to accurately document their monthly billing.
- h) The Collection Agency remits funds directly to the Department. The Sr. Admin/Finance Clerk, in turn:
 - documents and disperses the receivable to the Department of Finance, Attn: A/R. updates and amends the appropriate file and Grant Sheet.
 - Prior to Finance paying the monthly Collection Invoice, they forward same to the Sr. Admin/Finance Clerk for certification of accuracy. It is then returned to Finance for payment from the Receivables previously remitted.

1. Should the Collection Agency be unable to attain any resolution on behalf of the Department, the file will be returned to the Department. The file will be assessed as to the feasibility of further pursuit, such as Small Claims, by the Sr. Admin/Finance Clerk. If no further process exists, in terms of collection, the debt will simply remain documented on the closed client file. The debt also remains registered with the Credit Bureau as a result of the Collection Agency action.
2. An Administrative "Collections File" containing monthly billing records as well as general correspondence, suitable for audit, will be maintained by the Sr. Admin/Finance Clerk.

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**Social
Assistance**

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