



Memorandum

Date: January 17, 1995

To: Directors of Income Security

From: Gerry Schmidt
Director of Field Operations
Income Security & Regional
Operations
301 – 267 Edmonton Street

Telephone:

Subject: **Investigations**

Recently several situations have been raised with the Department where social allowances recipients are alleging that they have been unfairly treated in the course of investigations regarding their ongoing eligibility.

In order to clarify program policy consistent with *The Social Allowances Act* Sections 9(1) and 9(2) please ensure that staff are following the investigative procedures as outlined below.

If a case is deactivated pending a decision based on the result of an investigation, and in the event that the investigation has not been completed prior to the issuing of the next months benefits, the case must be activated so that the recipient will receive their benefit at the usual time of the month. During the course of an investigation, if it is determined that the recipient's benefits should be suspended pending confirmation of eligibility the recipient must be notified in writing that their benefits have been suspended pending receipt of information which is essential to enable the District Director to make a decision regarding their continued eligibility.

Correspondence advising the recipient that assistance has been discontinued, reduced or suspended must state the reasons for this decision and advise them of what, if any, information they are required to provide in order to verify their eligibility. The recipient must also be advised of the right to appeal to the Social Services Advisory Committee. It is important to note that verbal notification to the recipient is not sufficient as notice that benefits have been discontinued, reduced or suspended. Correspondence to recipients must allow them sufficient time to provide the essential information required prior to the start of the next benefit month.

In the event that the investigation is not completed prior to the cutoff date and benefits are issued for all or part of the succeeding month, if necessary the case may again be deactivated pending the completion of the investigation and a decision regarding the recipient's eligibility.