



Memorandum

Date: July 5, 1995

To: Directors of Income Security

From: Gerry Schmidt/Helmut Klein
Directors of Field Operations
Social Allowances Program
301-267 Edmonton Street

Telephone:

Subject: **Completion of Annual Reviews**

Based on a recommendation from the Workload Committee, this directive details the procedure related to the completion of the Social Allowances Annual Review form. Effective June 30/95, two new letters and an enhancement to the Annual Review Reminder Letter will be available for Financial Workers to use to more effectively contact social allowances recipients about the Annual Review form.

1. COMPLETED ANNUAL REVIEW FORM SUBMITTED TO DISTRICT OFFICE:

When Financial Workers determine that the Annual Review form has been submitted with complete information, the declaration will be assessed, the social allowances continued or varied based on the information provided, and the information entered into the SAMIN system. In situations where Financial Workers determine that there are financial eligibility or significant budget issues, the case must be referred to the Income Security Counsellor for appropriate follow-up.

2. INCOMPLETE ANNUAL REVIEW FORM SUBMITTED (SHELF STOCK LETTER):

When Financial Workers determine that the Annual Review form has been submitted with incomplete information, they are to return the Annual Review form to the recipient for proper completion.

Effective June 30/95, a new "Incomplete Annual Review" shelf stock letter is available which allows Financial Workers to identify the areas on the Annual Review form requiring further information from the recipient. This letter is to replace any shelf stock letters currently in use related to completion of the annual review.

Financial Workers are to check mark the appropriate (section(s) on the shelf stock letter, then forward the letter and the incomplete Annual Review form to the recipient.

If the Annual Review form is not returned to the district office within 30 days of the date that the "Incomplete Annual Review" letter was mailed, and after consultation with the Income Security Counsellor, Financial Workers may send the "Outstanding AR – Suspend Benefits" letter. The "Outstanding AR" letter advises recipients that benefits are suspended until the annual review requirement has been satisfactorily met.

3. ANNUAL REVIEW TIMEFRAME AND RELATED SAMIN PROCEDURES:

The timeframe for processing Annual Review forms and the related SAMIN procedures is as follows:

Month 1 - Annual Review (AR) Form Sent to Recipients

The AR form is sent out on the month 7 cycle (work date closest to the 7th of the month). Recipients are required to submit the completed AR form to the district office within 7 days. After the AR form is returned to the district office, the Financial Worker updates the SAMIN Change Case screen to indicate receipt of the AR form.

Month 2 - Annual Review Due by 7th

If the AR form has not been received before the next month 7 cycle is run, the Counsellor BF report will list the case as "AR Required". This report is to be shared with Financial Workers so they can follow-up on overdue annual reviews.

Month 3 - Automated Reminder Letter

If the AR form has not been received before the month 7 cycle is run, two months after the Annual Review form had initially been sent to the recipient, SAMIN will automatically generate a reminder letter to the recipient to submit the completed AR form. Effective June 30/95, the reminder letter has been revised to be more customer service oriented (Attachment 3).

Effective June 30/95, a new SAMIN generated staff initiated form letter "Outstanding AR – Suspend Benefit" has been added to the above timeframe at month 4. The AROU letter may also be used if the recipient has not responded to the "Incomplete AR" letter.

Month 4 - Staff Initiated AROU Letter

If the AR form has not been received before the month 7 cycle run, 3 months after the AR form had initially been sent to the recipient, and after consultation with the Income Security Counsellor, Financial Workers may send the AROU letter. Located on the Form Letters Summary Screen, this letter advises recipients that their benefits are suspended until the annual review requirement has been satisfactorily met.

Financial Workers must document on the Case Management Record the date the letter was sent and the reason that the benefits are suspended (e.g., annual review not submitted, hydro or tax bills not submitted), then deactivate the case using "Missing annual Review" code.

4. OTHER WORKER/AGENCY INVOLVEMENT:

Current practices should be maintained to ensure proper completion of Annual Review forms for cases with other worker involvement (e.g., community services workers for the mentally challenged, mental health workers, or the Public Trustee). Prior to a decision to suspend benefits because of an outstanding Annual Review form, contact must be made with the other worker or the Public Trustee to discuss the annual review requirement.