

Chapter 1: Introduction

(ii) Income Support Program Mandate

Intent:	To provide the mandate of the Income Support Program relative to the Income and Employment Support Act.
Act: (if applicable)	N/A
Regulations:	N/A
Overview: (if applicable)	N/A
Policy:	<p>Mandate</p> <ul style="list-style-type: none"> • The Income Support Program is mandated to provide a broad range of services to persons who apply for or receive Income Support including the provision of financial benefits for: <ul style="list-style-type: none"> ○ basic personal needs (i.e., food, clothing and shelter) ○ non - basic needs (i.e. vision care) ○ emergency social services <p>Delivery</p> <ul style="list-style-type: none"> • The Director of Income Support is responsible for the overall mandate of the Income Support program. • The Income Support Division is responsible for the planning, development and strategic direction of policies relevant to the provision of Income Support benefits. • The Income Support Program is delivered by personnel in offices across the province. • Most decisions on applicant/recipient requests are made through these offices. Staff must be aware of the full range of services available within and outside the Department and ensure that financial services are delivered in accordance with the policies and regulations of the Income Support Program.

	<ul style="list-style-type: none"> • The Regional Manager as well as Client Services Managers within departmental offices are responsible for overseeing the delivery of the Income Support Program. • The Regional Manager is ultimately responsible for the delivery of all programs in these offices and the management of all personnel who deliver the program. • The Regional Director is responsible for overseeing, managing, and coordinating all the services provided by offices within the Region as well as budget and program monitoring.
Procedure:	N/A
Authority Level:	N/A
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