

Part 1: Introduction

(i) How to Use this Manual

Intent:	<p>The Income and Employment Support Act (IES) and Regulations are the authoritative reference for eligibility decisions. The IES manual documents policies and administrative procedures of the Income Support and Employment and Training Programs.</p> <p>This electronic manual is the official program policy and procedures for the Department. It is an operational manual to support the decision making process of staff who are the primary consumers of this document. This manual provides further information, clarification, authority levels and direction supporting the legislation (Act and Regulations). The policy sections of this manual are intended for use only after the staff person has reviewed the legislation. Wherever the legislation is clear, there is no repetition in policy.</p> <p>Although one can print the policy, it is not intended that the full manual be printed and maintained in hard copy format. Printed copy is only current at the time it is printed and hard copies will not be provided. In order to ensure that the policy is current, users need to reference the electronic format. The electronic manual will be updated on a continuous basis, and users will be notified electronically of any changes.</p>
Act: (if applicable)	
Regulations:	
Overview: (if applicable)	<p>Structure of Manual</p> <p>The structure of this manual is similar in design to the Income and Employment Support Act and Regulations in that it is completed in parts with some sections having specific program applicability and other sections being applicable to all programs. Language and terms in policy reflect language and terms contained in the legislation. Each section contains an intent statement, followed by policy statements and procedures where applicable. Sub-headings are included where there are multiple policy/procedures. The list</p>

below identifies the twelve sections of the manual with a brief summary of what is contained in each section.

Part I - Introduction

This section includes a glossary of acronyms and terms used in the programs; definitions contained in the IES Act, Regulations and policy; the purpose and preamble of the Act and departmental service principles.

Part II - Legislation

This section contains links to the complete Act and Regulations and Access to Information and Protection of Privacy Act. The link will take you to the beginning of the document. Each document has a clear contents section preceding the particular legislation and it is there that you can click on a link to go to a particular section.

References to other pertinent legislation will be contained in the applicable policy section.

Part III - Income Support

This section contains all sections relevant to the administration of the Income Support Program including: an introduction, eligibility, assessment of income, assets, basic benefits, shelter benefits, transportation, health benefits, special needs, information on related Income Support programs, Income Support to provide employment support, reviews and appeals, underpayment/overpayment/recovery and attachment, integrity measures, liaison social work services, and appendices.

Part IV - Employment Services

This section contains the mandate, overview, application process, eligibility criteria, how to determine eligibility, administration requirements and related appendices, including applicable forms.

Part V - Appeals

	<p>Appeals can be heard for both Income and Employment Support decisions. This section identifies what can and cannot be reviewed, the internal review process and the Board process.</p> <p>Part VI - Underpayment, Overpayment, Recovery and Attachment</p> <p>This section provides the financial aspects relating to the administration of an underpayment and/or overpayment.</p> <p>Part VIII - Revisions</p> <p>This part contains revisions by date, part and subject header with a concise description of the change. When updates occur, the previous electronic version will be removed from the site by provincial office. Users who will require access to an earlier version of a policy may contact provincial office where the official manual and subsequent revisions will be housed in a central registry.</p>
<p>Policy:</p>	<p>N/A</p>
<p>Procedure:</p>	<p>N/A</p>
<p>Authority Level:</p>	<p>N/A</p>
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