Income and Employment Support



Policy and Procedure Manual

## Part 1: Introduction

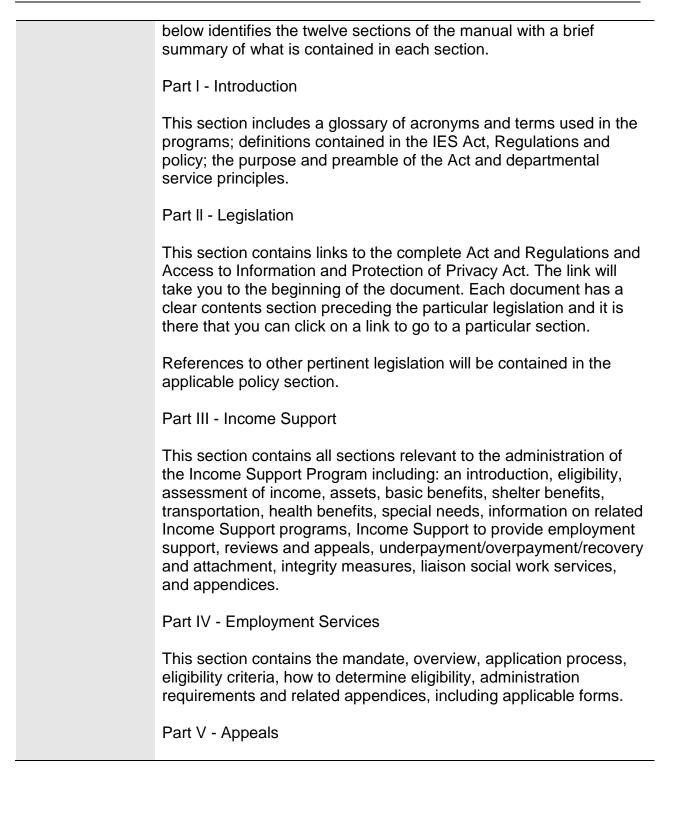
## (i) How to Use this Manual

Intent:	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. 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. 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.
Act: (if applicable)	
Regulations:	
<b>Overview:</b> (if applicable)	Structure of Manual 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





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Date revised:	April 30, 2013
Authority Level:	N/A
Procedure:	N/A
Policy:	N/A
	This section provides the financial aspects relating to the administration of an underpayment and/or overpayment. Part VIII - Revisions 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.
	Part VI - Underpayment, Overpayment, Recovery and Attachment
	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.