

## Chapter 14: Administration of Income Support

### (ix) Held Cheques

<b>Intent:</b>	To identify the circumstances under which an Income Support payment can be held.
<b>Act:</b> (if applicable)	N/A
<b>Regulations:</b>	N/A
<b>Overview:</b> (if applicable)	<p>The held cheque system was designed to prevent, where possible, a recurring payment to a client where it has been determined by the Client Services Officer that there may be no entitlement for Income Support benefits or there is a valid reason why the client should not receive a particular cheque.</p> <p>Changes to an allowance can be made up to and including the day of a computer run, which should negate the need to hold many cheques. When it is necessary to place a hold on a payment which is normally issued as a direct deposit, CAPS converts the payment into a cheque which is then printed and held.</p>
<b>Policy:</b>	N/A
<b>Procedure:</b>	<ul style="list-style-type: none"> <li>• The CSO can place a hold directly in CAPS or contact Client Payment Services (by faxed form, telephone or email) to place the hold on recurring pay cheques.</li> <li>• Disbursements to one specific payee on a case (i.e. landlord) can be held or all payments can be held, including a payment to a group payee (i.e. NL Power).</li> <li>• Cheques can also be held by Client Payment Services based on information given in writing or by telephone from a client, or because cheques were returned by the post office or payee. The District Office will be notified by email when Client Payment Services hold cheques.</li> <li>• There are also cheques held by the system based on automatic processes, such as client receipt of a retroactive child benefit or the review cycle process.</li> <li>• The held cheque system removes the specified recurring pay cheque automatically from the cheques to be mailed out.</li> </ul>

These cheques are held at Provincial Office and if no other directions are received, will be cancelled before the next run. CSOs can request that cheques be redirected to their office for distribution.

- Cheques can be automatically held up to and including the recurring pay run date, prior to each pay period
  - Within CAPS, the held cheque system produces a listing of the held cheques, found under the 'Financial' menu of CAPS. The listing allows CSO's to search by district for a complete listing of held cheques or by file number, client ID number, client name or SIN for a specific case. In addition, within CAPS there are indicators which identify if a hold order is in place on the applicable client and case screens. Staff are also able to determine if a cheque is held by viewing the status of a cheque on the financial and cheque screens of a given case.
  - Once a ' Hold Order' is placed on the case, unless the case is suspended or the hold order is lifted, recurring pay cheques for the next pay cycle will still be printed but removed from the cheques which are to be mailed out. Consequently, the held cheque list will accumulate further held cheques if action is not taken to resolve the case. These cheques will be cancelled prior to the next cheque run.
  - If recurring pay cheques are held beyond two pay periods, CAPS will automatically suspend the case.
  - Unless the recurring pay cheques are held pending an investigation, it is very important that the changes or suspensions affecting the case are completed **immediately** to ensure cheques are not held unnecessarily. If a suspension is actioned before the cut-off date, a hold order is not necessary.
  - Client Service Managers should monitor the held cheque lists within CAPS and the action taken to resolve these cases.
  - If it is subsequently determined that a held cheque can be released into the mail, contact should be made with Client
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	Payment Services. Otherwise, these cheques will be cancelled prior to the next cheque run.
<b>Authority Level:</b>	Client Services Officer
<b>Date revised:</b>	March 11, 2010

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