

Chapter 2:

(iv) Other Circumstances Affecting Eligibility

(d) Changes in Circumstances

Intent:	To clarify how a change in circumstances impacts Income Support eligibility.
Act: (if applicable)	N/A
Regulations:	<p>Responsibilities of applicant or recipient</p> <p>7. (1) An applicant or recipient shall immediately report to an officer any circumstances which may affect the applicant's or recipient's eligibility for income support, including:</p> <ul style="list-style-type: none"> (a) change of address; (b) change in living arrangements; (c) change in marital or cohabitation status; (d) change in the circumstances of any dependents; (e) change in income, liquid assets, real property or assets; (f) absence from the province of the applicant, recipient or his or her dependents; (g) change in the reason for the application for income support; (h) receipt of a liquid asset; (i) sale or transfer of assets, including any real property; (j) change in expenses incurred in earning income; (k) any other circumstances that the minister may determine <p>(2) An officer may deny, vary, suspend or cancel income support where a circumstance referred to in subsection (1) has been confirmed and shall notify an applicant or recipient in writing of that action and shall inform the applicant or recipient of his or her right to request an internal review of that action and pending the outcome of the internal review, of his or her right to appeal under the authority of the Act and these regulations.</p>
Overview: (if applicable)	As indicated in the Regulations, clients have a responsibility to report any change in circumstances that might impact their eligibility for Income Support benefits. The requirement to report such changes is outlined in the Rights, Responsibilities and Client Consent form which is signed by adult applicants at the time of application.

Policy:

- When changes occur in the circumstances of individuals in receipt of Income Support benefits, eligibility for future benefits must be immediately determined. Changes can include but are not limited to:
 - the start of employment
 - receipt of income or assets
 - hospitalization
 - a move to a different type of accommodations
 - a change of address
 - incarceration
 - marriage, commencement of a family unit relationship, or a separation
 - the birth or addition of a child in the family
 - a client leaving the province
 - a child turning 18 years of age
 - a dependent student turning 21 years of age or termination of school
 - an adult turning 65 years of age
 - In most instances the change to the Income Support allowance should take place effective the date of the change in circumstances. This is particularly true in the case of moving to a different type of accommodation, incarceration, marriage, the commencement of a family unit relationship or a separation.
 - If a change relates to a child, changes can be made to add a child to the file effective the birth date or when the child joined the family. Where the child turns 18 or a dependent student turns 21, assistance is usually provided until the end of that month as opposed to the birthday. Also, where a child turns 18 in June or July, there is provision to add the child back on the file as a dependent student until the end of August when dependent students are then removed in a mass change.
 - Where a child moves from one Income Support file to another (i.e. from one parent to another), Income Support benefits should be adjusted effective the time of the change.
 - Where a child on a family's Income Support file reaches 18 years of age and applies for Income Support in his/her own
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right, assistance is normally provided at the beginning of the month following the 18th birthday.

- Where a recipient leaves the province for any reason including work, they are eligible for Income Support up to and including the end of the period during which they last received Income Support. Where the reason for leaving the province is for medical treatment, Income Support benefits can continue indefinitely with the approval of the worker. Where the worker has approved the purpose of the trip (other than medical treatment), Income Support benefits can continue for a maximum of 60 days.
 - Where an applicant/client becomes hospitalized, Income Support benefits can continue as follows:
 - Where an applicant without dependents is hospitalized and is determined eligible for Income Support benefits, a Comforts Allowance can be provided.
 - For a single client who plans to return to their original accommodations, individual benefits as well as rent or mortgage if applicable, can be provided for 90 days beyond the date of admission. After 90 days, individual benefits should be terminated and a Comforts Allowance provided. Where approved by a CSO, mortgage can be provided for an additional 90 days.
 - Where an applicant or client with dependents is hospitalized, regular Income Support benefits can continue, and effective the month following the month of admission, a Comforts Allowance can also be provided.
 - When a change relating to the receipt of income occurs, the impact on Income Support eligibility will be based on the type of income received:
 - Earnings by the recipient or spouse: Income Support benefits can be overlapped with the earnings for a period of 30 days after employment commenced.
 - Employment Insurance benefits: Income Support benefits can be provided for 21 days after the “Benefit Commencement Date” as identified by Service Canada without impacting Income Support benefits.
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- o Old Age Security/Canada Pension Plan benefits (not including the CPP Surviving Child Benefit and Disabled Contributor's Child Benefit which are exempt income): Income Support benefits can be provided up to the end of the first month federal benefits are provided. Where rent or mortgage benefits are being issued, these benefits should be discontinued during the middle of the month in which federal benefits are being provided, as that portion would normally be used to pay the following months payment, and for which there is no longer eligibility.
- o Other income sources: Income Support benefits can be provided up to the day prior to the receipt of that income. Examples would include training allowances, Workplace, Health, Safety and Compensation benefits, insurance settlements etc.
- o Eligibility for further Income Support benefits would be based on eligibility for a supplement to the income.

Benefits provided beyond the time frames indicated above will constitute an overpayment of benefits and must be recovered.

Procedure:

- When a couple in receipt of Income Support separates and one client moves off to a new file, the client is not required to complete a new application, nor is there a requirement to have a new application completed if two active clients are added to one file. All required documentation should be in TRIM and can be copied to the new file. By choosing the "New Case" button in CAPS, on the CR 2000 screen, a link will be created between the newest case and all previous cases associated with that client.
- When an active client requests that a spouse or cohabitating partner not in receipt of Income Support be added to the file, a new application should be completed for the family. The application links the two clients as a family unit and also requires the submission of any new or updated documentation required for the new partner who is being added to the file.
- These cases are not required to be assessed by the intake unit, but in an effort to ensure that an active client not be delayed in receiving further assistance, these cases should be completed by the case maintenance unit. Depending on

the circumstances related to the new partner being added, a referral for investigation may still be required.

- There are circumstances where adjustments may be required for cases paid through recurring-pay. In order to determine the difference between what someone is owed and what they received, it is necessary to determine the daily rate of recurring pay. This requires taking the semi-monthly recurring payment amount x 24 (number of payments in the year) and ÷ 365 days. This will provide the daily rate which will then be used to calculate the adjustment amount, based on the number of days in the covering period. Calculating using this formula is important as it takes into consideration that not all months have 30 days. For example:
 - Adjustment owed from July 18 – August 15 for the difference between board and lodging with relatives to maintaining own home (\$161.50 semi-monthly to \$267 semi-monthly). This requires determining the daily rate from July 18 – 31 (14 days).
 - B&L daily rate is $\$161.50 \times 24/365 = \10.62 daily rate
 - Maintaining own home daily rate is $\$267 \times 24/365 = \17.56
 - For period July 18-31, client received \$148.68 ($\10.62×14 days) but should have received \$245.84 ($\17.56×14 days)
 - Adjustment owed from July 18-31 is $\$245.84 - \148.68 (97.16) plus difference between semi-monthly rates \$267 and \$161.50 (\$105.50) for August 1- 15.
 - Total adjustment for this case is $\$97.16 + \$105.50 = \$202.66$ plus rent which is calculated in the same manner.
 - Important to note these daily rates are also the daily rate indicated on the non-recurring daily rate table in Appendix B1.

- **Note that when calculating [overpayments](#), the same daily rate formulas and calculation methods should be used.**

Authority Level:

Client Services Officer

Date revised: February 2, 2021
