

<i>Social Assistance Act Reg. 4(4-5), 5(2), Supports for Persons with Disabilities Gen. Reg. 6, 22-23</i>	Program	Social Programs	
	Subject	Documentation Requirements	Policy # 1.3
Effective Date: July 4, 2013		Authorized by:	
Revised Date: September 1, 2022		Deputy Minister Jamie MacDonald	

1.0 PURPOSE

1.1 To identify the documentation requirements for applicants requesting social benefits.

2.0 DEFINITIONS

2.1 **Applicant:** a person who applies for or on whose behalf an application is made for a social benefit(s).

2.2 **Co-Applicant:** the spouse of an applicant, and includes a person who, although not married to the applicant, lives with the applicant as if they were married.

2.3 **Recipient:** a person who is provided a social benefit(s) and includes a person whose social benefits have been suspended but not cancelled.

2.4 **Social Programs:** programs and benefits administered by the Social Programs division, including AccessAbility Supports, Social Assistance, Child Care Subsidy, and the Seniors Independence Initiative.

2.5 **Social Benefit(s):** financial benefit(s) received through the Social Assistance Program, AccessAbility Supports, Child Care Subsidy or Seniors Independence Initiative.

2.6 **Supports Coordinator:** a staff member who provides direction and case management support in delivering a range of social benefits and services to applicants eligible for Social Programs.

3.0 POLICY STATEMENTS

3.1 For the purposes of this policy use of the word applicant is inclusive of recipient.

3.2 Applicants are required to provide documentation of expenses, financial resources, and other information as required by the Department.

3.3 The Department may request documentation relevant to assessing an applicant's initial and ongoing eligibility for social benefits. Documentation may be requested for the purposes of:

- determining or auditing an applicant's eligibility for social benefits;
- ensuring that accurate and complete information is used to determine eligibility;
- verifying an applicant's circumstances;
- assessing an applicant's employability for the purpose of a support plan; and/or
- assessing compliance with the conditions of a support plan.

3.4 Applicants who do not provide required documentation to the Department within the requested timeframe may be deemed ineligible for social benefits.

4.0 PROCEDURE STATEMENTS

4.1 Applicants are responsible to provide requested documentation in support of an application, at annual review, and/or upon request as required by the Department.

4.2 Supports Coordinators are responsible to ensure required documentation is obtained and that documentation is detailed, clear, legible, and authentic. Documentation will be reviewed at the time of application, when a significant change in the applicant's circumstances occurs, and at minimum once every 12 months as part of an applicant's annual review to determine an applicant's eligibility for social benefits.

4.3 When requesting documentation, the Supports Coordinator is responsible to ensure the following conditions are met:

- the applicant is informed of the documentation required;
- the applicant is provided the reason(s) documentation is required;
- the applicant is advised of the consequences of not complying with the request;
- the applicant is granted a reasonable timeframe to submit documentation.

4.4 An applicant's income and/or expense information must be confirmed with written documentation, including but not limited to, pay stubs, bills, statements, terms of agreement, and/or agency statements.

4.5 Where an applicant is required to submit documentation of expenses, documentation must be issued in the applicant and/or co-applicant's name. Documentation issued in a third-party name will not be considered.

4.6 Documentation for a rental expense must include the landlord's name, address, phone number, address of rental unit, and a rental amount paid within the previous 45 days.

4.7 Documentation for a mortgage payment must include a copy of the mortgage statement document. Where a mortgage statement document reflects joint owners and the joint owner is not a co-applicant, documentation must be provided to demonstrate an explanation of the circumstances, when possible.

4.8 Where an applicant is deemed ineligible for social benefits due to non-compliance with a documentation request, the applicant will be notified in writing.

HISTORY:

July 1, 2022: Editorial, content, and format changes. Policy has been updated to apply to all Social Programs.

September 1, 2022: Policy number has been updated from 2.6 to 1.3.