



	Program	Social Programs	
	Subject	Interoffice File Transfers	Policy # 2.5
Effective Date: November 1, 2021		Authorized by: Deputy Minister David Keedwell	

1.0 PURPOSE

1.1 To ensure the efficient transfer of applicant information and to facilitate effective case management for applicants relocating while applying for or receiving social benefits.

2.0 DEFINITIONS

2.1 **Supervisor of Administration:** a staff member who provides supervision of the administrative functions and staff for all programs within the Social Programs Division.

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

2.3 **Recipient:** a person who is provided social benefit(s) and includes a person whose social benefit(s) 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 Program.

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

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 have the right to choose where to reside and must advise the Department when intending to relocate.

- 3.3 The Department will assess the impact of relocation on an applicant's eligibility for social benefits and where the proposed relocation does not meet the eligibility criteria, the Department may not support the relocation.

4.0 PROCEDURE STATEMENTS

Applicant's Responsibilities

- 4.1 (a) Applicants are responsible to notify the Department of an intent to relocate.
(b) Applicants are responsible to provide all necessary information and requested documentation to the Department to allow the Supports Coordinator to assess the request to determine if the relocation will be supported.

Referring Office's Responsibilities

- 4.2 (a) Where the request to relocate is supported by the Department, the Supports Coordinator will review the applicant's file to ensure the file is up to date, and not due for an annual review within 3 months. Where an applicant's annual review is due within 3 months of the requested date of transfer, the Supports Coordinator will complete the review prior to initiating the transfer process.
- (b) The Supports Coordinator will review and end-date the applicant's file and preferred worker for 3 months after the requested transfer date and complete a Case Transfer Checklist/Summary on the applicant's electronic file to summarize the applicant's proposed relocation plan.
- (c) Following the file review, the Supports Coordinator will submit the file for internal auditing. Once submitted for internal auditing, the Supports Coordinator will notify the regional Supervisor of Administration of the transfer request by work item.
- (d) Where the file passes an internal audit, the file will be submitted to the Supervisor of Administration for approval of transfer. The Supervisor of Administration will review the file for accuracy prior to requesting the Central Registry Clerk transfer the file to the receiving office.
- (e) The Central Registry Clerk is responsible to complete the required transfer documentation, including updating the file sign-out card and the transfer logbook. If the file is being sent by inter-office mail, the Central Registry Clerk is responsible to ensure the file is securely fastened to ensure file confidentiality.
- (f) The Supervisor of Administration is responsible to notify the receiving supervisor by work item to advise of an incoming file transfer. Where the file transfer is for an applicant where an exception to policy has been authorized, the Supervisor of

Administration will notify the receiving supervisor or set up a consultation, when required, to ensure an understanding of the exception made and its authorization.

- (g) Where a file transfer is complete and the referring office receives a bill for service related to the transferred applicant, the bill is to be forwarded for payment to the office currently providing service to the applicant.

Receiving Office's Responsibilities

- 4.3 (a) The Supervisor of Administration in the receiving office will review the file for accuracy. Where there are discrepancies to be addressed, the Supervisor of Administration will contact the referring office for a resolution. Where there are no discrepancies to be addressed, the Supervisor of Administration will collaborate with the appropriate program supervisor to assign the file to a Supports Coordinator in the appropriate program.
- (b) The assigned Supports Coordinator will review and re-open the applicant's file to update the applicant's preferred worker and accept the file transfer.
- (c) Where the file transfer has been accepted, the Supports Coordinator will notify the applicant of the completion of transfer, the change in Supports Coordinator, and schedule an intake appointment with the applicant within the next 3 months.

HISTORY:

November 1, 2021: Editorial, content, and format changes. Replaces Social Assistance policy 7.7 – Interoffice File Transfer and Social Assistance policy 7.8 Applicant File Transfers; now applies to all Social Programs.