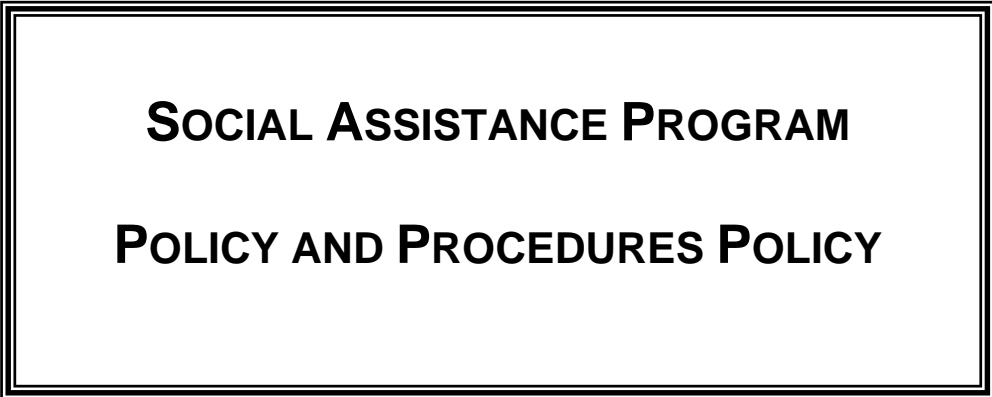


TR'ONDĚK HWĚCH'IN



**SOCIAL ASSISTANCE PROGRAM
POLICY AND PROCEDURES POLICY**

June, 1999

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A: INTRODUCTION

A.1 How to Use This Policy

The Social Assistance Policy and Procedures Manual is a necessary part of the Social Assistance program which has the fundamental purpose of helping people in need. Although Tr'ondek Hwech'in are striving to improve living conditions in our community, significant social problems still exist. The policy and procedures contained in the Manual provide a framework within which Tr'ondek Hwech'in recognize, understand and respond to the needs of TH citizens affected by these problems.

The Manual is divided into 11 sections and three appendices. Each section and appendix begins with a divider, which has a tab displaying the heading. Sections are further divided into subsections. Each subsection is numbered. To amend the Manual, subsections can be easily replaced while keeping other sections and subsections the same.

A: Introduction contains an overview of the Social Assistance Program. The roles and responsibilities of Tr'ondek Hwech'in, the Social Assistance Administration Officer and the Applicant are defined.

B: Applying for Social Assistance deals the application process. Who can Apply. Where to Apply. How to Apply.

C: Eligibility for Social Assistance deals with policies of eligibility for social assistance benefits.

D: Assessing Resources deals with how to assess the applicant's assets and financial resources.

E: Entitlement and Method of Payment looks at determining the amount of social assistance and the method of payment.

F: Basic Needs Benefits

G: Supplementary Needs Benefits

H: Other Benefits

I: Recovery and Repayment of Benefits addresses recovery and repayment of social assistance benefits.

J: Program Accountability looks at administrative and financial arrangements for delivering the social development program.

K: Subject Index

Appendix 1: Forms

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The Manual is designed to accommodate the changes required in the Social Assistance program (program delivery, policies, procedures and rates).

Policy Amendments will be issued to all Manual holders. It is important that amendments be studied closely and inserted into the Manual as soon as they are received. If the policy or procedure replaces an existing section or subsection, the old one needs to be removed and destroyed. The Manual provides guidance for your program and is only useful if it is kept up to date.

It is the responsibility of the Social Assistance Administration Officer to understand the contents of the Manual and to follow the procedures carefully. Policies should be applied consistently so that all applicants are treated fairly and equally.

Manuals must remain in the office even when people in the position change.

Inquiries for clarification to the Policy, as well as suggestions for improvement should be directed to the Director (or delegate) of Health and Social Programs.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

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A.2 Mission Statement

General

Tr’ondek Hwech’in citizens are responsible for managing their own affairs and maintaining themselves to the extent that their resources permit. Some individuals and families are unable to provide for themselves and their dependents. Situations therefore exist in which assistance must be available to TH citizens in need.

The Social Assistance Program provides for financial benefits and services to Tr’ondek Hwech’in individuals and families who are in need. Need is determined by the application of a needs test and other eligibility requirements. The purpose of the program is to enable individuals and families to maintain health, safety, dignity and family unity. The assistance is offered in a respectful way with a view toward supporting self-sufficiency where possible.

Purpose

The purpose of the Social Assistance Program is to:

1. Assist individuals and families to:
 - gain self-support and self-reliance to the extent their circumstances permit;
 - preserve and strengthen family unity and responsibility;
 - participate in and contribute to the social and economic life of the community; and
 - accept maximum responsibility for managing their own affairs.
2. Support economic and social development within our community.
3. Assist to develop greater competence in responding to individual family and community needs.
4. Support the development of responsible government.

Objectives

The objectives of the social assistance program are:

- To ensure that eligible Tr’ondek Hwech’in citizens receive the same level of social assistance benefits as other provincial/territorial residents.
- To reduce people's dependence on social assistance to the extent possible.

SECTION: A Introduction	SUBJECT: Mission Statement	A.2 Page 2 of 2
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Principles

Social assistance policies and procedures have been developed on the basis of existing social assistance principles and practices. The principles will guide the administration of the Program and make the rights and responsibilities of applicants clear.

It is important therefore that staff of Tr’ondek Hwech’in understand and accept the rights and responsibilities of both the Social Assistance Administration Officer and the Applicant in accordance with the following principles:

- **Self-sufficiency:** Individuals have the responsibility to support themselves and their dependents when it is possible to do so, and to seek solutions to their situations.
- **Applicant's Right to Benefits and Services:** Individuals have the right to benefits and services for which they qualify under existing regulations.
- **Respect for the Applicant:** An applicant for social services must be respected as a person having worth, dignity and the right to self-determination.
- **Privacy and Confidentiality:** Applicants have the right to privacy and confidentiality concerning personal and family affairs.
- **Applicant's Right to Consultation and Appeal:** Applicants for social services have the right and responsibility to be involved in the process of establishing eligibility for benefits and services, and have the right to appeal any decision concerning their application.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Mandate and Authority	A.3 Page 1 of 2
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A.3 Mandate and Authority

Mandate

The mandate of the Program is to provide assistance to Tr'ondek Hwech'in citizens in the Yukon who are not in a position to be economically self-sufficient at a particular time.

Authority

There is no specific legislation providing for the Social Assistance Program of Tr'ondek Hwech'in.

The principle authority under which the Program is carried out is the Programs and Services Transfer Agreement (PSTA) between the Government of Canada and Tr'ondek Hwech'in. This Agreement is a programs and services transfer agreement within the meaning of "Accessed Programs and Services" in the Tr'ondek Hwech'in Financial Transfer Agreement (THFTA), which was signed on the 16th day of July, 1998.

The PSTA provides funding for social assistance and social services, which are currently delivered on the basis of the Canada Health and Social Transfer (CHST) Plan and Yukon Territory standards, to eligible recipients who are in need of financial assistance, care and support.

The responsibility, described ~~in the above paragraph just previous and with exception to the following paragraph~~, shall be assumed as of the effective date of the PSTA and only in respect of those citizens of the TH and their descendants, within the Yukon Territory who are Indians within the meaning of the Indian Act, R.S.C. 1985,c.I-5. For greater certainty, Tr'ondek Hwech'in does not assume responsibility pursuant to the PSTA for the Regional Intake Program of the Indian and Inuit Affairs Program, Yukon Region.

The PSTA also provides funding for food, clothing, shelter, personal items, household items, fuel and emergency allowances, as well as funding for casual non-medical homemaker services for those requiring assistance in the home.

SECTION: A Introduction	SUBJECT: Mandate and Authority	A.3 Page 2 of 2
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PSTA programs in relation to Basic Needs and Special Needs, and Adult Care shall be delivered by the Tr'ondek Hwech'in in accordance with:

- (a) an objective needs test;

- (b) a formally defined and publicly available benefits schedule specifying rates, conditions and criteria for eligibility;
- (c) provisions to ensure equitable treatment;
- (d) an impartial process for the appeal of administrative decisions; and
- (e) procedures to ensure confidentiality of client information.

The transfer of the programs, services and responsibilities described in the PSTA shall be included in the reviews and negotiations described in subsection 6.6.4 of the THSGA and in sections 12.1 to 12.7 if the THFTA.

Concurrent with the review and negotiations described in sections 12.1 to 12.7 of the THFTA, Canada will enter into discussions with the Tr'ondek Hwech'in in order to identify any necessary adjustments to the financial arrangements made in the PSTA, and the appropriate mechanism to effect those adjustments, with respect to status Indian people who were not members of the Indian Act, R.S.C. 1985, c. 1-5 Dawson Indian Band as of January 1, 1997, but who are citizens of the Tr'ondek Hwech'in.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Program Administration	A.4 Page 1 of 1
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A.4 Program Administration

Objective

To outline the basic arrangements for the administration of the Social Assistance Program.

Guidelines

In accordance with the provisions of the PSTA, Tr'ondek Hwech'in is responsible for the management, administration and delivery of this program.

Under the THSGA, Tr'ondek Hwech'in has the power to enact laws and deliver programs for the provision of social and welfare services to its citizens. (See Section A.3 – Mandate & Authority.)

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Responsibility of the Tr'ondek Hwech'in	A.5 Page 1 of 2
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A.5 Responsibility of the Tr'ondek Hwech'in

Objective

To outline the responsibilities involved in carrying out the mandate of the Social Assistance Program.

Guidelines

Responsibility of Tr’ondek Hwech’in include:

- interpret and communicate developments in social development policy and proposed program changes;
- establish program policies and procedures;
- assess the adequacy of the program to meet the needs of Tr’ondek Hwech’in citizens and introduce enriched services to fill gaps in current programs;
- consult with citizens on their concerns and recommendations respecting policy and service delivery;
- monitor and evaluate social development programs;
- provide liaison and consultation services with other Governments;
- provide training to staff responsible for the delivery of the program; and
- assist in the development of community resources.

1. Administrative Responsibility:

- ensure the program is administered in accordance with the Manual and funding arrangements;
- assist all citizens who meet the eligibility requirements; (See Section C.1)
- maintain all records required by the Manual and the financial agreement with Canada;
- ensure all records are available for program reviews and financial audits;
- employ competent staff to administer the program; and
- encourage staff to participate in available training programs designed to enhance administrative and service delivery skills.

2. Program Development:

Tr’ondek Hwech’in has the additional responsibility of developing new services and programs to help resolve social problems in the community and to provide sufficient resources for these programs and services.

SECTION: A Introduction	SUBJECT: Responsibility of the Tr’ondek Hwech’in	A.5 Page 2 of 2
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3. Financial Responsibility:

Tr’ondek Hwech’in has the responsibility to administer the social assistance program according to the terms and conditions set out in the PSTA and THFTA.

4. Social Assistance Appeal Committee:

Upon nomination, Tr'ondek Hwech'in will appoint a standing Social Assistance Appeal Committee to conduct appeal hearings:

- The Committee shall consist of a minimum of three members; one of whom shall be appointed the Chair of the Committee.
- The terms of reference and powers of the Committee will be clearly defined to hear appeals according to the appeal procedures set out in Section A.11, Appeal Process.
- The Committee has no power to change social assistance policy and procedures and shall not relieve Tr'ondek Hwech'in of any responsibilities contained in the Manual.
- Members of a Committee shall receive financial compensation in the way of an honorarium at a predetermined rate, under the social assistance program.

5. Staffing Responsibility:

A qualified Social Assistance Administration Officer will be appointed and, if needed, other staff who shall be responsible for performing those duties designated by Tr'ondek Hwech'in.

Tr'ondek Hwech'in shall provide the Social Assistance Administration Officer(s) with a written statement of current personnel policies and practices, current Manual, and a written job description

Tr'ondek Hwech'in shall ensure that proper facilities are provided in order that:

- applications for assistance can be made and processed;
- interviews regarding assistance can be conducted with a reasonable degree of privacy; and
- records are kept in a way that protects applicant's confidentiality.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Duties of the Social Assistance Administration Officer	A.6 Page 1 of 2
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A.6 Duties of the Social Assistance Administration Officer

Objective

To outline the role and responsibilities of the staff involved in carrying out the mandate of the Social Assistance Program.

Guidelines

The duties of the Social Assistance Administration Officer include:

- administer benefits in accordance with the Policy;
- protect the applicant’s right to confidentiality;
- ensure that applicants are fully informed about their responsibilities and rights under the Policy;
- verify all information provided by the applicant;
- determine the financial needs of the applicant based on the budget deficit method;
- obtain approval for supplementary needs as required from the appropriate authority;
- work with the applicant to explore plans for achieving financial self sufficiency;
- maintain a confidential file on each applicant which includes case records and copies of all completed forms;
- if a child may be in need of protection, refer the case to the appropriate child welfare authority;
- refer persons requiring other health, social or training services to appropriate agencies;
- evaluate applications for in home adult care services and arrange for these services to be provided to eligible applicants;
- maintain sound administrative practices and statistical information according to the Policy and funding agreement;
- ensure the social assistance program is credited with any repayment, recovery or refund of assistance from an applicant or their estate;
- recommend the annual social assistance budget to the Tr’ondek Hwech’in Council.
- refer to the Tr’ondek Hwech’in Council matters involving potential RCMP fraud investigations and other contentious decisions regarding eligibility or benefit allowances as required;

SECTION: A Introduction	SUBJECT: Duties of the Social Assistance Administration Officer	A.6 Page 2 of 2
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- make arrangements for appeal hearings when required;
- recommend program, policy and rate changes to the Tr’ondek Hwech’in Council;
- establish and maintain sound working relationships with colleagues, and other agencies to participate in case discussions and to work towards the alleviation of community social problems;

- participate in training programs to upgrade skills and knowledge relevant to the Social Assistance Administration Officer's positions.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION: A Introduction	SUBJECT: Duties of the Director (or delegate)	A.7 Page 1 of 1
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A.7 Duties of the Director (or delegate)

Objective

The Director (or delegate) is responsible for overseeing the administration of the Social Assistance Program of Tr'ondek Hwech'in. This policy sets out the general requirements of those responsibilities on a day-to-day basis.

Policy

The general responsibilities of the Director (or delegate) are to:

- monitor and review program delivery to ensure sound administrative and financial practices are maintained;
- prepare and submit an annual report to the Tr'ondek Hwech'in Council;
- ensure all changes in social assistance rates and standards, approved by Tr'ondek Hwech'in Council, are communicated to Social Assistance Administration Officer(s) in a timely fashion;
- provide day-to-day guidance and support to Social Assistance Administration Officers;
- provide recommendations and make decisions to Social Assistance Administration Officers regarding eligibility, supplementary needs, caseload management and assignment of duties as required in accordance with the Policy;
- decisions which are routinely referred to the Director (or delegate) include requests to the RCMP for fraud investigations and contentious decisions regarding eligibility or benefit allowances based on interpretation of the Policy.

Procedure

Issues that require direction or approval from the Director (or delegate) is conveyed either by telephone, fax, memo or direct meeting.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Confidentiality	A.8 Page 1 of 5
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A.8 Confidentiality

Objective

To respect each applicant's right to have personal information concerning the applicant treated in strictest confidence. When it is necessary to share information about an applicant or recipient, their dignity must be protected.

Procedures

1. Confirming Eligibility for Social Assistance

As a condition of eligibility, an applicant must fill out and sign the Consent and Release of Information form as requested by the Social Assistance Administration Officer to ensure access to information as required by the Policy.

When it is necessary to confirm eligibility for benefits, the Social Assistance Administration Officer may contact a landlord, doctor, employer, EI Officer or any other person who may verify an applicant's statements.

If the Social Assistance Administration Officer intends to verify information, the Social Assistance Administration Officer should make the applicant aware of the procedure. When contacting someone for information, the Social Assistance Administration Officer should not share information other than a brief explanation of the purpose for requesting the information.

2. Administering Social Assistance

Where a decision is made to administer benefits on behalf of an applicant, information may be shared with appropriate persons as necessary. For example, landlords and suppliers paid by the Social Assistance Administration Officer may require information concerning the name, address and payment conditions for services paid by the Social Assistance Administration Officer on behalf of the applicant.

3. Referral Service

In order to provide a welfare service such as counselling, medical, training and rehabilitation, the Social Assistance Administration Officer may be required to provide information to suppliers of such services. Whenever possible, applicants themselves are to provide the necessary information. If the Social Assistance Administration Officer provides the information, the applicant must provide written

SECTION: A Introduction	SUBJECT: Confidentiality	A.8 Page 2 of 5
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consent, unless the applicant is unable to participate in the referral process due to health reasons or impairment. When information is shared, the Social Assistance Administration Officer shall give only information that is essential for the supplier to determine whether a service can be provided.

4. Requests for Information Within the Tr'ondek Hwech'in

Social Assistance Administration Officers must ensure that the confidentiality of applicants is protected when requesting, receiving, or giving information within the Tr'ondek Hwech'in organization.

If a request for information is received regarding the provision of a service or benefit to an applicant, the information requested must be specific to a case situation and necessary to carry out legal and assigned functions of Tr'ondek Hwech'in.

The Social Assistance Administration Officer must note in the applicant's file the nature of the information requested and provided.

5. Allegations Regarding Eligibility for Services or Benefits

All letters alleging misuse of benefits (including those submitted anonymously) must be retained on the applicant's file. When complaints are received by telephone (including anonymous calls), every effort will be made to obtain as much detail as possible including names, addresses, and facts to substantiate the allegation. In all cases, the Social Assistance Administration Officer must ensure that the confidentiality of the applicant, as well as the informant, is respected.

When an allegation is received, a check will be made. The Social Assistance Administration Officer will consult all available records. All cases (including those reported anonymously) must be dealt with in accordance with Policy I.2, Allegations of Social Assistance Abuse or Fraud.

When the Tr'ondek Hwech'in Council orders an investigation, an assigned Investigator may require access to files. Where fraud appears to have occurred, it may be essential for information concerning an applicant to be shared with officials in other Governments or organizations including police, crown prosecutors, magistrates, and judges.

SECTION: A Introduction	SUBJECT: Confidentiality	A.8 Page 3 of 5
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6. Auditors

Auditors require access to applicant files. The information obtained may be used only to confirm appropriate administration of benefits or to bring to Tr'ondek Hwech'in's attention questions concerning policy, eligibility, or procedures used to administer the Program.

7. Police and Corrections staff

Information concerning an applicant is not to be shared with the police or corrections staff without the applicant's permission, unless for one of the following reasons. Even then, only information that is essential is shared.

- a. A warrant, notice of court hearing or a subpoena has been issued and the police or a sheriff requires information concerning an address or possible location of an applicant.
- b. In cases where the safety of a child, family member, applicant or the general public is involved and where the Social Assistance Administration Officer has knowledge that an applicant's action may injure himself or others, the Social Assistance Administration Officer is to contact the appropriate agency. In the case of a child, the appropriate agency is the Child Protection Unit of Family and Children's Services and in all other cases, it is the RCMP. When advisable, the Social Assistance Administration Officer should tell the applicant that such action will be taken.
- c. Pursuant to Section 23 of the Criminal Code of Canada when an Social Assistance Administration Officer has definite knowledge that an adult applicant is involved in criminal behavior, the Social Assistance Administration Officer is to share the information with the RCMP. Concern for the public good and safety must always outweigh concern for the protection of the Social Assistance Administration Officer/Applicant relationship.
- d. In situations where police have reason to believe that a person may have obtained social assistance benefits illegally or may be using aliases for the purpose of obtaining benefits illegally, the Social Assistance Administration Officer is to assist the police in the investigation and provide essential information to them.
- e. When an applicant is referred by the police, corrections staff, or court and feedback is necessary, the Social Assistance Administration Officer may indicate whether the person was contacted and whether the person is receiving or will receive benefits and services.

SECTION: A Introduction	SUBJECT: Confidentiality	A.8 Page 4 of 5
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8. Employment Insurance, Workers Compensation, Canada Pension Plan, Old Age Security, Guaranteed Income Supplement

Staff in other programs or jurisdictions, who administer various forms of transfer payments to individuals who are also in receipt of social assistance or welfare services, may require information concerning addresses, benefits received and dates benefits were paid. Social Assistance Administration Officers should provide

such information to obtain appropriate benefits and to avoid overpayment of benefits.

9. Landlords, Loan Companies, Creditors

No information of any kind is to be shared with private parties without the applicant's consent, unless the request is covered in subsection 1 through 8 above.

Public housing managers may require confirmation of an applicant's income and family unit size in order to determine the applicant's shelter costs and to determine priorities for allocating public housing. Such sharing of information is necessary and appropriate. It should be done in writing with a copy placed on the applicant's file.

Landlords or creditors may use the credit bureau to trace an individual. They may be informed that in the event of civil court action, the Social Assistance Administration Officer could provide an address to a sheriff or the police in order to serve a summons or notice of hearing.

10. Appeals

All information pertinent to an appeal can be shared with members of the Appeal Committee. Appeal proceedings must be kept confidential, and only information relevant to the matter under appeal should be provided. Information should be shared only during the actual proceedings within which the appeal is being heard.

11. Subpoenaed Records

Records may be subpoenaed in criminal prosecutions that go to trial and in civil court actions. Whenever the Social Assistance Administration Officer receives a subpoena, they should immediately notify the Tr'ondek Hwech'in Council.

SECTION: A Introduction	SUBJECT: Confidentiality	A.8 Page 5 of 5
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12. Sharing Third Party Information

Many parties supply information to Social Assistance Administration Officers concerning child abuse, alleged fraud, references, as well as medical, employment and education histories. Sources of such information must not be shared under any circumstances with unauthorized persons unless the person who provides the information gives consent. Such sharing is carried out on a need to know basis.

13. Family Counselling and Other Non-Statutory Services

When information is obtained in voluntary services such as family counselling, the information is to be held in absolute confidence and not shared with any other party without the written consent of the applicant. The information can only be released to protect the physical safety of the applicant or another person, or is required under subsection 7(a)(b) and (c) above.

14. Information to the Media

The Social Assistance Administration Officer must obtain the approval of the Tr'ondek Hwech'in Council for the release of any publicity or commentary concerning the program.

15. Medical Services Branch, Health and Welfare Canada

Information may be disclosed to Medical Services Branch, Health and Welfare Canada in order to assist in establishing eligibility for health services.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Code of Conduct	A.9 Page 1 of 2
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A.9 Code of Conduct

Objective

Given the professional relationships that are required to maintain the confidence of individuals and the community, it is imperative that those who are involved in providing these services maintain the highest ethical standards.

Standards

1. The private conduct of the Social Assistance Administration Officer is a personal matter like any other person's, except when such conduct compromises the credibility of the staff or the Program.
2. The Social Assistance Administration Officer must not participate in or be associated with dishonesty, fraud, deceit or misrepresentation.
3. The Social Assistance Administration Officer must distinguish clearly between statements and actions made as a private individual and as a representative of Tr'ondek Hwech'in.
4. The Social Assistance Administration Officer must act to prevent practices that are inhumane or discriminatory against any person or group.
5. The Social Assistance Administration Officer must not use relationships with applicants or recipients for personal gain.
6. The Social Assistance Administration Officer must avoid relationships or commitments that conflict with the interests of applicants. Contact with applicants or recipients outside the office must be kept business like.
7. The Social Assistance Administration Officer must not unnecessarily undermine other standards.
8. The Social Assistance Administration Officer must provide applicants with accurate and complete information regarding the extent and nature of services available to them.
9. The Social Assistance Administration Officer must inform applicants of their rights, responsibilities and opportunities associated with receiving social assistance.

SECTION: A Introduction	SUBJECT: Code of Conduct	A.9 Page 2 of 2
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10. The Social Assistance Administration Officer must seek advice and counsel of colleagues and supervisors whenever needed to provide the best possible service to applicants and recipients.
11. The Social Assistance Administration Officer must end service to applicants and business relationships with them when such service and relationships are no longer required.

12. In the event that the Social Assistance Administration Officer must withdraw services suddenly, this must be done giving careful thought to the situation and taking care to make it as easy as possible for the people affected.
13. The Social Assistance Administration Officer who anticipates the end or gap in service to an applicant or recipient must notify them as soon as possible. In addition, the Social Assistance Administration Officer must provide appropriate referral to best serve the applicant or recipient.
14. When the Social Assistance Administration Officer must act on behalf of an applicant who has been declared legally incompetent, the Social Assistance Administration Officer must safeguard the rights and interests of the applicant.
15. The Social Assistance Administration Officer must not act in a way that violates or diminishes the civil or legal rights of the applicant.
16. The Social Assistance Administration Officer must co-operate with colleagues to best serve applicants and recipients.
17. The Social Assistance Administration Officer must respect confidential information shared by colleagues.
18. It is the responsibility of the Social Assistance Administration Officer to disclose to their supervisor any situations that may cause problems.

Approved: _____ Executive Director		
	Chief and Council Representative	Date

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 1 of 7
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A.10 Appeal Process

Objectives

To set out the guidelines and procedures of the appeal process.

Policy

An individual applying for or receiving social assistance can appeal a decision made by the Social Assistance Administration Officer on the following:

- refusal to grant an allowance or service;
- cancellation or suspension of an allowance or service;
- reduction of an allowance or service;
- inadequacy of an allowance or service;
- method of payment of an allowance;
- other

The appeal process consists of an administrative review by the Supervisor of the decision made by the Social Assistance Administration Officer prior to the Social Assistance Appeal Committee holding an appeal hearing to review the decision.

Guidelines

The appeal will take place in the following way:

1. The applicant will show the grounds for appeal by filling out an Administrative Review and Appeal form and mailing or delivering the completed form to the Supervisor of the Social Assistance Administration Officer within 30 days of the decision being appealed.
2. The Supervisor of the Social Assistance Administration Officer will conduct an Administrative Review within five working days of receiving the notice of appeal.
3. The Social Assistance Appeal Committee must hear all appeals no later than 30 days after the appeal is filed with the Committee.
4. The appeal will be reviewed based on the Policy.

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 2 of 7
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5. The applicant will be informed that they are entitled to appear in person and/or be represented by an agent or counsel when the appeal is heard. Being given a hearing does not mean that Tr'ondek Hwech'in will cover the travel or other expenses of the applicant or their counsel or agent.
6. Appeal Committee hearings must be organized by the Social Assistance Administration Officer if the appeal is taken to the committee after the administrative review.

Procedures

Step 1: Administrative Review Process

1. Within five working days of receiving the notice of appeal, the Supervisor of the Social Assistance Administration Officer will hold a meeting with the applicant and the Social Assistance Administration Officer to go over the decision and the reason for the appeal.
2. If the decision made at the review is accepted by the applicant, any necessary action will be taken and the appeal process will be closed.
3. The review shall be finished as soon as possible and the decision shall be entered on the Administrative Review and Appeal form and returned to the applicant by the Supervisor who will explain the decision.
4. If the decision made at the review is not accepted or is disputed by the applicant, the applicant may appeal again by filling out section 3 on the form. The form is then returned within five working days to the Social Assistance Administration Officer, who will organize a meeting of the Appeal Committee.
5. Copies of the decision made at the review shall be placed in the applicant's file and in an Appeals File to be maintained by the Tr'ondek Hwech'in Council.

Step 2: Appeal Committee Hearing Process

1. Within five working days after receiving a written Notice of Appeal from the applicant stating they do not accept the results of the Administrative Review, the Social Assistance Administration Officer will contact the Chairperson of the Social Assistance Appeal Committee to arrange for an appeal hearing.
2. The appeal hearing will be conducted by a minimum of three Appeal Committee members including the Chairperson.

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 3 of 7
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3. The Appeal Committee's job is to make sure that the Policy has been implemented properly.

Appeal Committee Structure:

1. The Appeal Committee is made up of a chairperson and at least two other members.

2. The Council member holding the Health and Social Program portfolio may choose to sit as a member of the Appeal Committee. Tr’ondek Hwech’in Chief and Council may act as the Appeal Committee if they so choose.
3. The Appeal Committee establishes the terms of reference for the Appeal Committee including rules for quorum.

Role of the Chairperson:

1. When asked by the Social Assistance Administration Officer, set a date within 10 working days for the Appeal Committee to conduct the appeal hearing and arrange for a minimum of two additional members beside the Chair to attend the appeal hearing.
2. Send a letter to the applicant, the Social Assistance Administration Officer and Tr’ondek Hwech’in Council stating the time, date and place of the hearing.
3. Make sure the proceedings are conducted in a manner that is both business like and comfortable for people involved.
4. Let the applicant know in writing the decision of the Appeal Committee. Keep a file on the hearing of the Appeal Committee and make sure that the only copy of the file is given to the Tr’ondek Hwech’in at the end of the hearing.

Conduct at the Appeal Hearing:

1. An appeal cannot take place unless at least three members of the Appeal Committee including the Chairperson are present.
2. All appeal hearings of the Appeal Committee will be held privately (no observers).
3. The applicant can choose to appear in person and/or be represented by an agent or counsel (lawyer or other person chosen to represent the applicant).

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 4 of 7
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4. The applicant must be present at the hearing or be represented. If a representative is present, a statement to the effect that the applicant designates the person must be signed by the applicant and placed on the hearing file. If the applicant or a representative cannot be present, the appeal is dismissed.
5. The Appeal Committee may hear any information about the case, written or otherwise.

6. The Appeal Committee may use any documents relating to the social assistance application, the Manual and any statements of policy and procedures relating to the social assistance program. All original documents used by the Committee remain the property of Tr'ondek Hwech'in.
7. The Social Assistance Administration Officer may be called upon to identify and explain any documents that are examined by the Appeal Committee.
8. The applicant and/or representative has the right to explain fully their position with respect to the decision being appealed, to produce witnesses who can provide relevant information, to question any witnesses who appear at the hearing and to question the Social Assistance Administration Officer.
9. The Appeal Committee may question any person present at the hearing or consult or seek information from any individual who can assist in the hearing.
10. When the Appeal Committee is unable to complete the hearing of an appeal, the case may be adjourned one time only for a period not exceeding five working days.

Appeal Decisions:

1. The Appeal Committee is restricted in their decisions to ensuring that the social assistance policies and procedures have been applied fairly and correctly.
2. The Appeal Committee may decide an appeal as follows:
 - Dismiss the appeal if the applicant or representative does not attend the hearing.
 - Make a ruling consistent with the Policy and in direct response to the appeal. If it is found that the applicant is eligible for an allowance, payment may be made retroactive to the date of the Appeal Committee's decision but in no case shall the period of back payment exceed 60 days.

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 5 of 7
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Report of the Appeal Committee:

The Chairperson shall submit a final written report to the Social Assistance Administration Officer, signed by all three members of the Appeal Committee, together with the hearing file to Tr'ondek Hwech'in. The report shall contain:

- the date, time and place of the hearing;
- the names of all persons attending the hearing;
- the decision being appealed; and

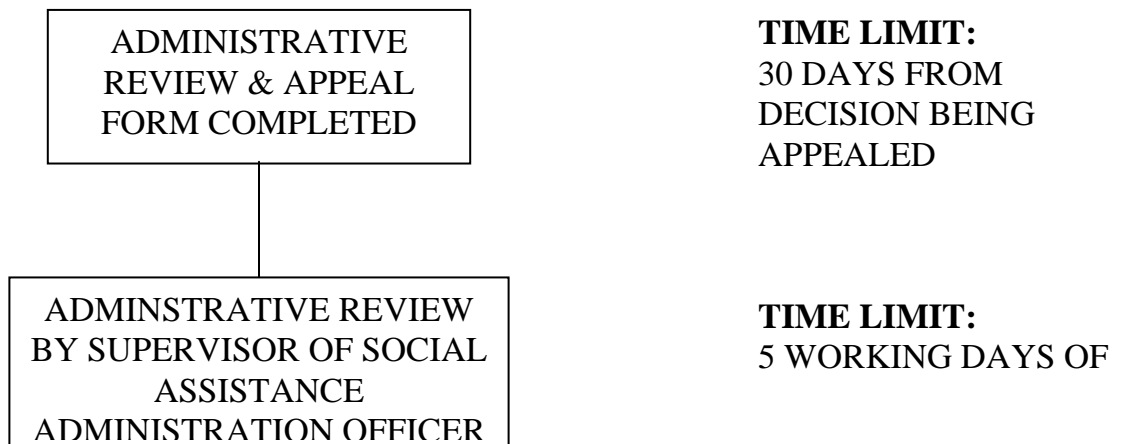
- the findings/report of the Appeal Committee.

Implementing the Appeal Committee's Decision:

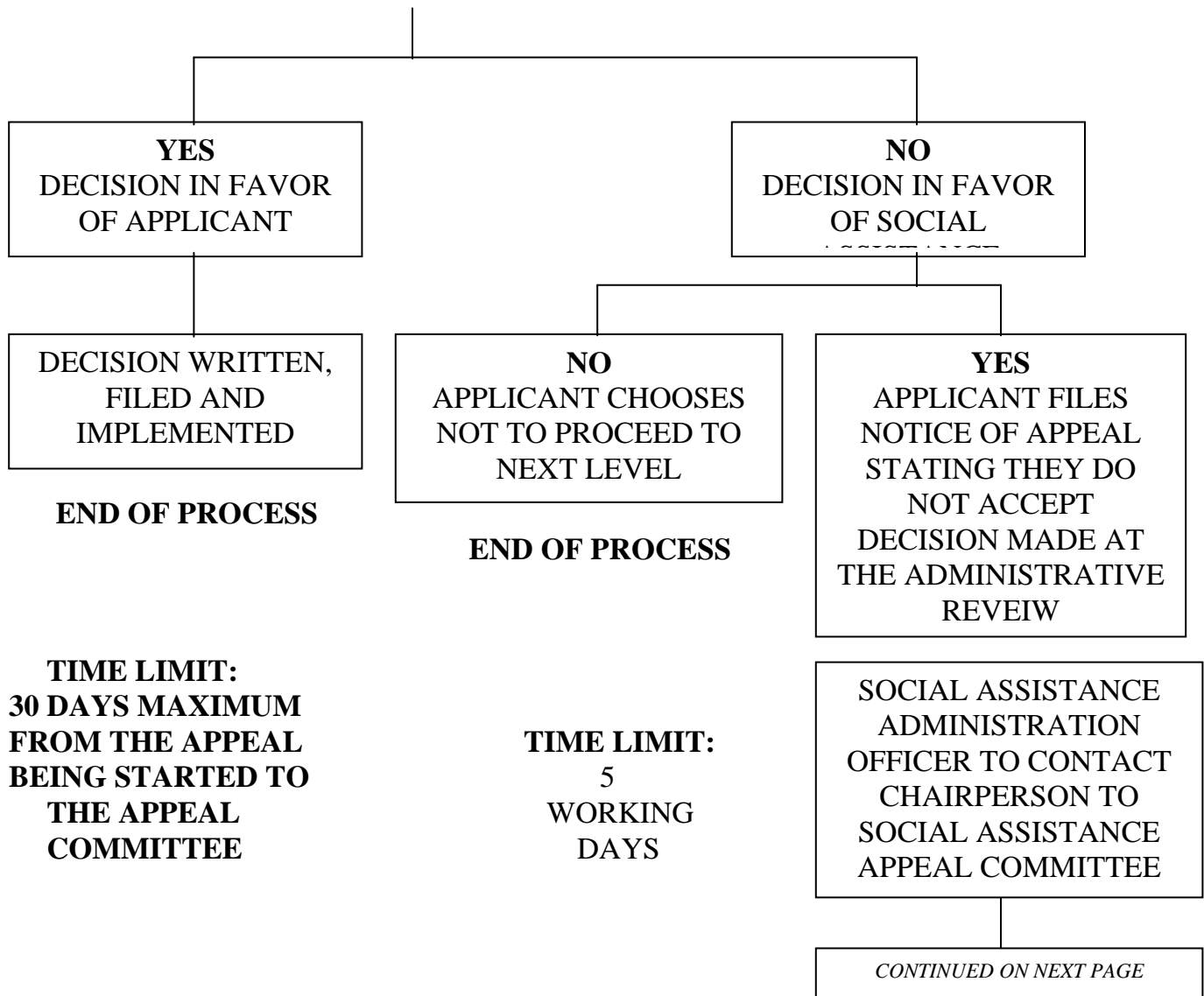
The Appeal Committee’s written decision shall be implemented according to the Policy.

SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 6 of 7
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A.11 Appeal Process



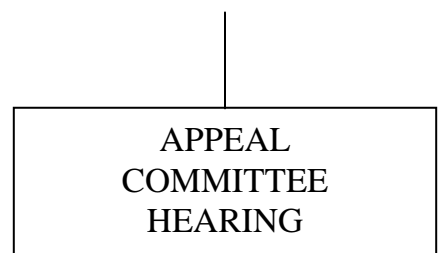
THE NOTICE OF APPEAL



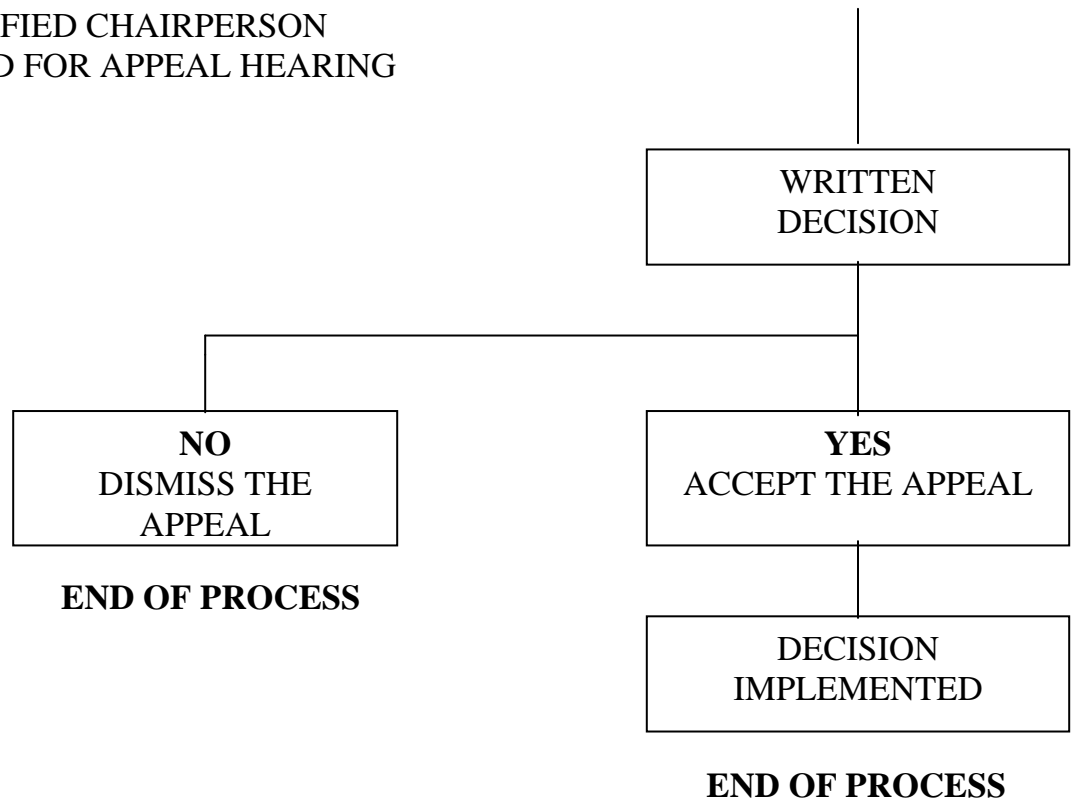
SECTION: A Introduction	SUBJECT: Appeal Process	A.10 Page 7 of 7
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ADMINISTRATION OFFICER... FROM SOCIAL ASSISTANCE

TIME LIMIT:
10 WORKING DAYS
FROM TIME AT
WHICH SOCIAL ASSISTANCE
ADMINISTRATION OFFICER



NOTIFIED CHAIRPERSON
OF NEED FOR APPEAL HEARING



Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Applicant	B.1 Page 1 of 2
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B: APPLYING FOR SOCIAL ASSISTANCE BENEFITS

B.1 Responsibilities of the Applicant

Objective

The objective of this policy is to clarify the responsibilities of the applicant when applying for social assistance

Policy

1. All Tr'ondek Hwech'in citizens residing within the community have the right to apply for social assistance and to receive a written decision concerning their eligibility.
2. An applicant has the right to appeal any decision concerning their application for social assistance.

Guidelines

1. The applicant is responsible for applying in person for social assistance by filling out an Application for Social Assistance form.
2. The applicant is required to show that within the limits of their abilities and circumstances, all resources for self-support have been explored and proof of this can be provided to the Social Assistance Administration Officer.
3. The applicant must give written permission to the Social Assistance Administration Officer to verify information in the application and must help the Social Assistance Administration Officer determine their level of need for assistance.
4. The applicant must declare all household income when applying or reapplying for social assistance.
5. The applicant must report immediately to the Social Assistance Administration Officer any changes that affect their benefits or the level of social assistance.

SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Applicant	B.1 Page 2 of 2
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6. To continue to receive social assistance, an applicant must:

- provide all information to the Social Assistance Administration Officer so ongoing eligibility for assistance can be provided, for example, receipts, invoices, pay stubs, etc.
- use allowances for the purposes intended
- provide job search information to the Social Assistance Administration Officer showing their efforts in looking for a job
- tell the Social Assistance Administration Officer of any plans to sell property(ies) and the income gained from the sale of assets
- make appointments and be available for a personal interview with the Social Assistance Administration Officer
- accept employment when offered

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Social Assistance Administration Officer	B.2 Page 1 of 4
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B.2 Responsibilities of the Social Assistance Administration Officer

Objective

The objective of this policy is to clarify how an individual applies for Social Assistance benefits.

Policy

The Social Assistance Administration Officer must take an application from a Tr'ondek Hwech'in individual wanting to apply for social assistance. Non-Status residents living within the community are to be directed to make application at YTG's Department of Health and Social Services.

The Social Assistance Administration Officer may assist the applicant in completing the necessary forms. The Social Assistance Administration Officer must ensure the procedures detailed below are carrying out:

Guidelines

1. The Social Assistance Administration Officer must issue financial support to applicants who qualify for assistance and will:
 - ensure the applicant has been a resident in the community for 30 days (applicants not meeting the 30 day requirement may be eligible under C.3, Transients or H.2, Emergency Social Assistance);
 - determine the benefits the applicant qualifies for;
 - calculate and issue the appropriate level of allowances;
 - advise the applicant of their rights and responsibilities;
 - assess the needs of the applicant for social services;
 - refer the applicant to appropriate agencies;
 - advise applicants who do not qualify for assistance of other available resources.
2. It is important for the Social Assistance Administration Officer to treat all applicants in the same manner. Whenever possible, the applicant themselves should fill out the application form.

SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Social Assistance Administration Officer	B.2 Page 2 of 4
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Procedures

1. The Social Assistance Administration Officer will:
 - decide if the applicant lives within the Tr'ondek Hwech'in's jurisdiction;
 - refer applicant's outside the jurisdiction of the Tr'ondek Hwech'in to the appropriate jurisdiction;
 - find out if the applicant received social assistance benefits anywhere else in Canada within the last 30 days and check with the previous Social Assistance Administration Officer;
 - when an applicant has an active file in another jurisdiction and is asking for emergency or temporary financial assistance only, the Social Assistance Administration Officer will check with the regular Social Assistance Administration Officer to determine if the applicant qualifies for assistance.
2. In taking an application, the Social Assistance Administration Officer assesses the applicant's need for assistance based on information provided by the applicant on the Application for Social Assistance and the Budget and Decision forms including:
 - financial circumstances
 - family circumstances
 - health factors
 - employment and education history
 - training plans, if applicable potential for self-sufficiency
3. The Issuing Authority uses the information provided by the applicant to determine:
 - whether the applicant qualifies for assistance and which benefits they qualify for and
 - the most appropriate support services which will help the applicant reach self sufficiency if possible
4. While taking an application, the Social Assistance Administration Officer must:
 - conduct a personal interview with the applicant and their spouse, common-law partner, or equivalent ;
 - treat the applicant with respect;
 - explain the purpose of the application forms and how they are used to assess whether the applicant qualifies for assistance;
 - explain that the application form is a legal document;
 - advise applicants of their rights and responsibilities;
 - ask the applicant to fill out the Application for Social Assistance;
 - complete the Budget and Decision forms;

SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Social Assistance Administration Officer	B.2 Page 3 of 4
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- check to make sure that all the information is provided on the forms. Each question on the forms must be answered and "nil" written in if the question doesn't apply to the applicant. Any changes or revisions made to the forms must be initialed by both the applicant and the Issuing Authority before the declaration is signed;
 - make sure the applicant understands and signs the declaration on the forms in the presence of the Social Assistance Administration Officer who may act as witness to the applicant's signature;
 - ask the applicant to fill out and sign the Consent and Release of Information form. This form allows the Social Assistance Administration Officer to access information needed to process an application. It also allows agencies to share information;
 - ask the applicant to have any other forms filled out which are relevant to their situation, for example, Medical Report form, Maintenance Questionnaire, Release of Information to verify EI benefits, etc.;
 - inform the applicant of their responsibility to provide all supporting information and any changes in their situation;
 - inform the applicant that if outstanding information is not provided within one month, the benefits and allowances that are not backed up with further information will not be continued;
 - issue benefits to eligible applicants;
 - advise applicants who do not qualify for assistance of alternative resources.
5. If the applicant is eligible for financial assistance, the Social Assistance Administration Officer looks at any alternate financial resources the applicant may have and can access:
- liquidation of assets (cash in bonds, pensions, RRSP's, cash surrender value of life insurance);
 - financial assistance from family and friends;
 - mandatory application for early retirement pension through CPP at age 60;
 - Workers Compensation benefits and retraining allowances if the applicant can no longer work in the previous occupation because of permanent injuries;
 - EI benefits for applicants who are waiting for their EI benefits (applicants must access the employment services offered by Human Resources Center Canada);
 - other community resources such as the Women's Shelter;
 - education and training allowances for applicants willing to take upgrading, pre-employment and short term skill training, (Canada Employment

SECTION B: Applying for Social Assistance	SUBJECT: Responsibilities of the Social Assistance Administration Officer	B.2 Page 4 of 4
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6. The Social Assistance Administration Officer must:
 - check the applicant's personal circumstances, income, assets and needs by reviewing and verifying the information provided by the applicant;
 - consult with the Director (or delegate) to discuss difficult case decisions or to request approval using the Supplementary (Special) Needs Allowance Authority form as required by the Manual;
 - ask the applicant to fill out such other forms as may be needed to verify information or to decide if the applicant qualifies for assistance;
 - decide if the applicant meets the conditions of eligibility in the Manual to qualify for social assistance.

7. If the applicant does not qualify for social assistance, the Social Assistance Administration Officer will:
 - enter all information and the decision on the Application for Social Assistance and the Budget and Decision forms;
 - explain to the applicant why they are not qualified, alternative resources which may be available and refer the applicant to other resources if possible;
 - explain the appeal process to the applicant;
 - ensure all forms and paper work are placed on the applicant's file;

8. If the applicant qualifies for social assistance, the Social Assistance Administration Officer will:
 - enter all required information on the file;
 - decide the method of payment (Cheque or Purchase Order) and if the payment will be mailed or picked-up;
 - explain the benefits and the allowances to the applicant;
 - check the applicant's file to find out if the applicant owes any money to the Program and if so, discuss a repayment schedule with the applicant;
 - make sure all forms and paper work are placed on the applicant's file.

Approved: _____	<hr/> Chief and Council Representative	<hr/> Date
Executive Director		

SECTION B: Applying for Social Assistance	SUBJECT: Family Unit	B.3 Page 1 of 2
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B.3 Family Unit

Objective

The purpose of this policy is to identify what constitutes a family unit for purposes of applying for social assistance.

Policy

All the financial resources of the "family unit" must be considered when deciding eligibility.

Guidelines

1. The following constitutes a "family unit" for purposes of deciding eligibility:
 - persons who are legally married,
 - unmarried persons who declare themselves as a "common law" couple,
 - persons who cohabit and are the biological parents of a child in the applicant's family,
 - persons who cohabit and share the same accommodation, income or expenses of operating a home,
 - persons who live together as a couple on an intermittent basis due to absences for work, hospitalization or incarceration,
 -

Note: "Cohabitate " means to live together in a conjugal relationship, whether within or outside marriage.
2. The applicant is responsible for substantiating the nature of the relationship.
3. Where there is doubt as to the nature of the relationship as declared by the applicant the Social Assistance Administration Officer may ask the applicant:
 - to sign a Statutory Declaration to support the nature of the relationship,
 - provide evidence that the other person maintains a separate residence
 - provide a legal separation agreement and/or maintenance order filed for enforcement, and

- provide other information such as income tax forms, utility bills or telephone bills and bank accounts.

SECTION B: Applying for Social Assistance	SUBJECT: Family Unit	B.3 Page 2 of 2
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4. Time is not a factor in defining cohabitation. A couple can be cohabitating or living common-law after one day. If a second adult is living with an applicant the onus is on the applicant to clarify the nature of the relationship as part of the application process to qualify for social assistance and continuing benefits.
5. All adults in a family unit should contribute to the financial resources and support of the family. If an adult is living with the applicant's family but the adults are not cohabitating or living as husband and wife, they are still expected to contribute to the home by paying rent or providing other financial resources. The Social Assistance Administration Officer will verify the amount contributed by all adults within a household.

Approved: _____	<hr/> Chief and Council Representative	<hr/> Date
Executive Director		

SECTION B: Applying for Social Assistance	SUBJECT: Head of Household	B.4 Page 1 of 2
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B.4 Head of Household

Objective

The purpose of this policy is to identify who is the head of household for purposes of applying for social assistance.

Policy

1. The head of the family must make an application for social assistance on behalf of a family.
2. Where the Social Assistance Administration Officer is satisfied that for a good reason, the head of the family cannot apply for assistance, the Social Assistance Administration Officer may accept an application from another member of the family or from someone on behalf of the family.

Guidelines

1. The “head of household” is defined as the primary income earner.
2. In single parent families, it is the single parent who is the primary and sole income earner.
3. Where there are two adults in the applicant's family, the primary income earner is the person who is currently working or who last worked in a regular way.
4. If there are two adults in the family and if the primary income earner has their Status under the Indian Act, but are not members of the Tr’ondek Hwech’in, they must apply for social assistance from the Department of Indian and Northern Affairs or at their own First Nation's office.
5. If the primary income earner does not have their Status under the Indian Act, they must apply for social assistance from the Yukon Government Department of Health and Social Services.

6. Once the file is set up under the head of household, the head of household should remain constant from month to month unless circumstances warrant making a change.

SECTION B: Applying for Social Assistance	SUBJECT: Head of Household	B.4 Page 2 of 2
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7. There may be rare situations where the head of household cannot apply for assistance on behalf of his/her family. In these situations, the Social Assistance Administration Officer should be certain that the person applying is a bona fide representative of the applicant and legal documentation may be necessary.
8. If the Social Assistance Administration Officer is unsure who the primary income earner is, they should confer with the Department of Indian and Northern Affairs and/or the YTG's Department of Health and Social Services prior to issuing social assistance to avoid a situation where duplication of social assistance may be issued.
9. Regardless of who the head of household is, any social assistance provided to persons who do not have Status under the Indian Act will be submitted to the Yukon Government for reimbursement using the Invoice to YTG for Social Assistance Issued to Non Status Dependents of Status People form.
10. In a situation where head of household has substance abuse, gambling, or other personal problems that affects their ability to manage money, the non head of household partner or other responsible adult may receive the cheques as a third party (see C.13, Apparent Substance Abuse Problems).

Approved: _____	<hr/> Chief and Council Representative	<hr/> Date
Executive Director		

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Files	B.5 Page 1 of 2
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B.5 Social Assistance Files

Objective

To ensure that social assistance files are coordinated in a way that allows for accountability, effectiveness and efficiency.

Procedures

1. A file must be opened on every applicant who comes in to request financial assistance.
2. When opening a file include all required forms, for example, application form, budget and decision form, release of information forms, receipts, I.D., etc.
3. A case recording is to be kept on file that records dates of contact and nature of contact.
4. A case plan is to be completed and reviewed every six months.
5. Each fiscal year or when there is a change in circumstances, a new social assistance application must be completed.
6. Every employable applicant must have completed a self-sufficiency plan to establish the applicant's commitment to the steps required to achieve independence. The applicants' progress towards independence is monitored.
7. A file is closed if financial services are not issued for one full calendar month. Inactive files can be stored separate from the active files. Files should not be destroyed but archived after five years.
8. Individual and family social assistance records and files are the property of the Tr'ondek Hwech'in.
9. Files must be secured and kept current.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Files	B.5 Page 2 of 2
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10. Files must be kept for five years after becoming inactive. They can then be archived for an additional five years before they can be destroyed. Files must be destroyed by shredding or burning in order to protect confidentiality.

Approved: _____	<hr/> Chief and Council Representative	<hr/> Date
Executive Director		

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 1 of 8
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B.6 Social Assistance Forms

Objective

To list alphabetically which forms are used in assessing eligibility and determining benefits for social assistance.

Policy:

The following forms are used:

1. Administrative Review and Appeal Form

This form is divided into three parts. The first part is filled out by the applicant stating what decision they are appealing and why. Part two is to be completed by the Supervisor or Social Assistance Administration Officer after the Supervisor conducts the administrative review with the applicant and the Social Assistance Administration Officer. Part three is an appeal to the Appeal Committee.

2. Agreement to Repay

This form is signed by the applicant when a benefit is issued subject to repayment, for example, last month's rent. The manner of repayment must be clearly established. The amount of the agreement to repay must be entered into the Recovery Section of the applicant's file. The rate of recovery and date must also be entered.

3. Application for Social Assistance

This form is completed when an applicant wishes to make application for social assistance. The form provides a record of information used to determine eligibility when a person is applying for the first time, when an applicant has their file re-opened or when an annual review is completed. The declaration of the applicant at the bottom must be agreed to and signed after the form has been completed.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 2 of 8
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4. Bank Reconciliation

This form is completed each month using the closing balance from the previous month as the opening balance for the new month. This figure is written beside (1).

{The reimbursements received from the Department are recorded beside (2) Plus: Deposits. The amount received should equal the amount of disbursements in the Social Assistance Basic Needs area during the previous month. The only time that this is NOT the case is at the beginning of the fiscal year, in April, when the First Nation receives one quarter of the total of their Social Assistance budget for that fiscal year.} ?????

Enter the amount of any other deposits and their purpose (e.g. Supplementary Needs) beside b. c. and d.

Enter the total amount of the deposits made during that month beside (3).

Beside (4) Less: Disbursements, total all cheques and enter the total beside e. Enter all service charges from the bank statement beside f. Enter any interest charges beside g. Enter any other disbursements beside h. and describe the type on the line provided.

Total all disbursements and enter beside (5).

Add the total of (1) and (3) and subtract (5). Enter this amount beside (6).

Enter the balance shown on the bank statement beside (7). List the deposits not shown on the bank statement and enter beside (8) i-k.

Total the deposits not shown on the bank statement and enter beside (9). Beside (10) Less: Outstanding Cheques (Not on Statement) record and total all cheques and enter this amount beside (I 1).

Add the amounts at (7) and (9) together and then subtract (11) and write the total at (12).

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 3 of 8
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Line (6) and (12) must show the same totals. This figure can then be used as the opening balance for the next month's report.

5. Budget and Decision

This form is utilized to manually calculate an applicant's basic and supplementary needs, income deductions, and ultimately determine whether there is a budget deficit. It also allocates funds to specific program areas and provides for an official approval and routing form from budget calculation through to cheque authorization.

6. Case Recording

This form is completed by the Social Assistance Administration Officer each time the applicant visits the office or provides information to the Social Assistance Administration Officer to record relevant historical, current and future information about family, health, employment, income and assets, etc.

7. Consent and Release of Information

This form must be completed by the Social Assistance Administration Officer and signed by the applicant and witnessed during the intake appointment. The applicant is required to consent in writing to an investigation of their assets and to give permission for the Social Assistance Administration Officer to obtain any information that may be required to determine eligibility. A copy is to be kept on file.

8. Denial Letter

A letter of denial must be given to an applicant when assistance is denied. The reasons must be clearly explained. The letter also explains to the applicant that they have the right to appeal the process. The letter is signed by the Social Assistance Administration Officer.

9. Elder's Wood/Fuel Monthly Report

This form is to be completed by the Social Assistance Administration Officer to record the issuing of benefits to Elders under the Elder's Wood/Fuel program.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 4 of 8
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10. In Home Adult Care Monthly Report

To prepare the Monthly Summary Report, all time sheets submitted by the adult care workers for the month are removed from the file and sorted by client name. The number of hours worked per client are added and marked on the last sheet. This is the total number of hours provided to that client during that month.

The number of hours worked is then multiplied by the approved pay rate. This procedure is followed for each client until all time sheets are included in the Monthly Summary Report.

The Monthly Summary Report is then filled out showing the name of the client and family number of the client and the name of the adult care worker.

Where more than one person has provided a service to the same client, a separate line is used for each worker.

The cheque numbers are entered on the form. Adult Care codes are also entered on the form according to the list at the top of the form. The approved rate of pay, the total monthly hours provided by that worker and the amount of money paid for the hours of that worker are entered on the form.

Where a number of workers have provided service to clients, the total of the hours and payments should be shown and noted in the Total.

Once all the client hours and funds have been entered on the form, the Grand Total is entered.

The Report is photocopied and the copy filed. The original copy is submitted to the Executive Director of Social Programs to be presented to Chief and Council. The time sheets are filed in the client's file after the Monthly Summary Report is completed.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 5 of 8
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11. In Home Adult Care Time Sheet

Adult care workers are given one time sheet per client per month. The Worker marks the number of hours worked for the client on that date on the time sheet and has the client sign the form to signify that the hours were indeed worked.

At the end of the month, the adult care workers bring in their time sheets that they have been filling out during the month as they worked with their clients. The worker uses a new time sheet each month to document their hours.

At the end of the month, the time sheets are used as documentation by the Social Assistance Administration Officer to issue payment to the adult care workers and to prepare the monthly Adult In-Home Care Summary.

12. Invoice to YTG for Social Assistance Issued to Non-Status Dependents of Status People

This form is a billing to the Yukon Government for reimbursement of social assistance funds provided to non-Status people.

On the form, enter the First Nation's name, the name of the person preparing the report and date, etc.

"Month" refers to the month of issuance that should be noted on the form.

Under "Family", list the name of each non-Status family member, allowing a separate line for each person. Fill in the F.N. family name and number beside each Status person. Write an "X" next to the name of each non-Status individual.

Enter the amount of social assistance issued, for example, the total of all Basic needs including all shelter costs and Supplementary Needs issued that month.

The percent of chargeback depends upon the proportion of assistance given which was for non-Status individuals, for example, if three out of a family of six are non-Status, the percent of chargeback is fifty percent.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 6 of 8
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Enter the total amount of chargeback.

Submit the completed form to the Yukon Government at the end of each month.

13. Job Search Statement

The purpose of the Job Search Statement form is to establish the applicant's commitment to the steps required to achieve self-sufficiency to the extent possible. The applicant completes the Job Search Statement by identifying the number of employers contacted, the positions applied for, the persons contacted and the results.

14. Maintenance Questionnaire

Maintenance from a spouse or a parent is considered a financial resource that the applicant must access. If the applicant has not filed for maintenance, a maintenance questionnaire should be completed with the applicant during the intake interview and sent to the Department of Justice, Government of Yukon.

15. Medical Release and Report

The top part of this form is to be completed by the applicant authorizing the release of medical information. The bottom portion is filled out by the doctor.

16. Monthly Invoice/Summary of Social Assistance

Sort the monthly B&Ds into family and singles. Separate each group of B&Ds (family and singles) into employable and unemployable.

After the B&Ds are separated into these groups, add all entitlements from the B&Ds (do not include any supplementary needs monies issued) for each group and enter in the appropriate sections on the form.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 7 of 8
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Next add all the supplementary needs issued and enter in the appropriate sections on the form.

Count the number of families and singles to determine the number of case months. Count each family and single client only once.

Use your cash journal to add up all the Elders wood allowances issued on behalf of elders. This gives you the unit figure for adult care.

Variance: Copy case months and cost from previous month; then subtract and find the difference between previous month and current month. This will be the increase or decrease.

Shelter Cost (Rent, Fuel, Utilities, Other): Add the units and cost for the above from both employables and unemployables. Do this for all recipients.

Budget Control (Year to Date cost): Total of all units and cost for each section include Basic and WOP as one from April 1 of the year to the current month.

Budget Control (Current Budget Amount Year): The budget taken from the funding agreements plus any amendments.

Invoice Summary: Put in your total costs of each activity where monies were spent and total them to get your expenditures for the whole month.

Sign the form and have the Supervisor also sign the form. The Tr'ondek Hwech'in uses the form as an invoice for reimbursing the First Nation for the social assistance program.

Place the golden copies in a file and forward the remaining copies to the Federal Government for reimbursement.

SECTION B: Applying for Social Assistance	SUBJECT: Social Assistance Forms	B.6 Page 8 of 8
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17. Release of Information to Verify EI Benefits

The applicant must sign this form before sending it to the Human Resources Center Canada for completion of the information regarding the applicant's EI benefits.

18. Rental Report of Landlord

The applicant must provide proof of accommodation signed by the registered owner of the property before shelter allowance is issued.

This form is used to provide information on rental accommodation. The effective date of occupancy, other occupants, address and type of accommodation must be filled out. If last month's rent is required, a rental agreement must be provided.

19. Statutory Declaration

This general purpose form can be used to clarify the living arrangements between two or more adults sharing the same household; to replace a lost, mislaid or never received social allowance cheque; or to make other statements that cannot be verified by another person (for example when a landlord is not available to verify accommodation costs).

20. Supplementary (Special) Needs Allowance Authority

This form is to be completed by the Social Assistance Administration Officer and submitted to the Director (or delegate) for approval stating the supplementary needs being requested by the applicant as required by the Manual.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION B: Applying for Social Assistance	SUBJECT: Where to Apply	B.7 Page 1 of 1
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B.7 Where to Apply

Policy

An applicant must apply for services at the social assistance office closest to where they live.

Tr'ondek Hwech'in office (community):

Area 1:

- Department of Indian Affairs and Northern Development (Whitehorse)
- Kwanlin Dun First Nation (Whitehorse)

Area 2:

- Carcross Tagish First Nation (Carcross)
- Little Salmon Carmacks First Nation (Carmacks)
- Champagne Aishihik First Nation (Haines Junction)
- Dease River First Nation (Good Hope Lake)
- Kluane First Nation (Burwash Landing)
- Lower Post First Nation (Lower Post)
- Liard River First Nation (Watson Lake)
- Na Cho Nyak Dun (Mayo)
- Ross River Dena Council (Ross River)
- Selkirk First Nation (Pelly Crossing)
- Taku River Tlingit First Nation (Atlin)
- Teslin Tlingit Council (Teslin)
- Tr'ondek Hwech'in (Dawson City)
- White River First Nation (Beaver Creek)

Area 3:

- Vuntut Gwitchin First Nation (Old Crow)
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Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Eligibility Determination	C.1 Page 1 of 2
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C: ELIGIBILITY FOR SOCIAL ASSISTANCE

C.1 Eligibility Determination

Objective

The purpose of this policy is to clarify the eligibility determination process once all the application forms have been completed.

Policy

Once the application documentation has been received, the Issuing Officer should:

- carefully review the application to determine if any additional information is essential to determining eligibility
- ask the applicant to provide any additional information that may be required
- get from the appropriate source any other necessary information that the applicant cannot supply
- take any steps that necessary action to confirm the information provided by the applicant
- apply the "budget deficit" method of calculation according to the Manual
- issue assistance according to the Manual when a budget deficit or a need for assistance is determined
- inform the applicant in writing of the reasons they do not qualify for assistance and the right to appeal.

Guidelines

1. As part of the eligibility determination process, the Issuing Officer should interview the applicant and other adult members of the family. The purpose of the interview is to:
 - review the application documentation
 - get further information
 - discuss any other information that may be required
 - discuss what steps are being taken for self support where possible

SECTION C: Eligibility for Social Assistance	SUBJECT: Eligibility Determination	C.1 Page 2 of 2
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- review relevant policies and procedures
- get necessary signatures
- develop a self-sufficiency plan
- develop case plans.

2. All information provided should be verified to the full extent possible. Prior to issuing any benefits to applicants from other Jurisdictions, it is important to check with other Jurisdictions to determine when and what social assistance benefits have been provided.

Procedure

For procedural details on the application process, refer to section B: Applying for Social Assistance.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: General Conditions for Eligibility	C.2 Page 1 of 3
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C.2 General Conditions for Eligibility

Objective

The purpose of this policy is to set out the general conditions that must be met by an applicant in order to be eligible for social assistance benefits.

Policy:

1. At the time of application, an applicant must be:
 - a registered Status Indian under the Indian Act residing in Dawson City, Yukon Territory.
 - a Tr'ondek Hwech'in citizen residing on settlement lands or reserves/lands recognized by the THUFA
2. While all Canadian citizens and landed immigrants are eligible to apply for social assistance benefits in the Yukon or B.C., an applicant must assume some responsibility for fulfilling certain criteria as a condition of eligibility.
3. The social assistance program reassesses eligibility every month, thus, the eligibility conditions apply for every payment period. The Issuing Officer may choose to defer the eligibility determination process or provide reduced benefits until these conditions are met.

These conditions are as follows:

- a. An applicant must make a written application on the proper forms and produce evidence that they have explored within the limits of their ability, every possibility of self-support, rehabilitation and re-establishment. Failure to participate in a self-sufficiency plan, accept employment, retain employment attend training or upgrading as set out in a plan could result in the elimination of benefits.

SECTION C: Eligibility for Social Assistance	SUBJECT: General Conditions for Eligibility	C.2 Page 2 of 3
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- b. An applicant must participate in determining their eligibility for assistance and give written permission to the Issuing Officer to obtain any other information that may be required to determine eligibility for assistance by filling out a Release of Information form.
- c. An applicant must provide any other information or completed forms that may be required to determine eligibility for assistance.
- d. An applicant must advise the Issuing Officer immediately of any change in circumstances that would affect the amount of assistance that has been granted or affect their continuing eligibility for such assistance.

Guidelines

- 1. Acknowledging that when a person applies for social assistance, they are usually in financial crisis and need funds as soon as possible, it is still important to do a thorough assessment of eligibility determination. It is a complicated, highly regulated process and time and care must be taken to ensure that all the necessary information is provided and evaluated by the Issuing Officer prior to issuing benefits. This will save time and potential problems later on.
- 2. There are a number of forms that must be completed properly and in full by the applicant in order to assess eligibility. These are set out in Policy B.6, Social Assistance Forms.
- 3. Employable applicants and members of their family must demonstrate through documentation and through the eligibility determination interview that they are actively seeking employment if possible. Minimally, this can be demonstrated by the applicant applying for jobs and completing the Job Search Form. Applicants are also required to register or apply for any appropriate employment services, workshops and programs that will assist them in obtaining employment.
- 4. Any applicant who might be eligible for EI benefits must be referred to the Human Resources Development Center to determine their eligibility for that program prior to determining eligibility for social assistance benefits.

SECTION C: Eligibility for Social Assistance	SUBJECT: General Conditions for Eligibility	C.2 Page 3 of 3
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- 5. Any applicant who has barriers that prevent them from becoming self-sufficient, may be referred to other agencies, programs or resources as part of the eligibility determination process. These referrals might include a referral to
- A substance abuse program for an applicant with apparent alcohol or drug abuse problems, a referral to the Teen Parent Program for a pregnant teenage applicant or a referral to Vocational Rehabilitation for persons with real or apparent disabilities.
- 6. It may be necessary from time to time for the applicant to provide additional information in order to complete the eligibility determination process. Some examples include mortgage documents, income tax forms, school registration or attendance forms, evidence of Canada Student Loan application, etc.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Transients	C.3 Page 1 of 3
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C.3 Transients

Objective

- To provide emergency assistance to transient persons in Yukon, in order to prevent unnecessary hardship.

Policy

- A transient in Yukon is defined as a person with or without dependents, who has no fixed address in Yukon and has not held at least three consecutive months of full-time employment within the last twelve months prior to application. Temporary residence in a hotel, motel, campground, hostel or the residence of a relative or acquaintance does not constitute a fixed address. Full-time employment is defined as employment for a paid salary or wage of at least 35 hours duration per week.

Guidelines

1. If the transient applicant has no funds or other means of support, they may qualify for Transient Social Assistance benefits, using the criteria of: identification, determination of income and assets, and any other information the Issuing Officer may require in order to determine eligibility.
2. Prior to granting Transient Social Assistance, it is imperative to ensure that the applicant has explored every possibility of self support which may include: employment, savings, loans, relatives, friends and other resources in the community.
3. The Social Assistance benefits for transient persons are to be administered as individual benefits and applicants may receive only one, or depending upon the circumstances, more than one of these benefits. For example, it will be appropriate for some applicants to receive emergency food money and no other benefit, whereas other applicants may require emergency food money and overnight accommodation due to their circumstances.

SECTION C: Eligibility for Social Assistance	SUBJECT: Transients	C.3 Page 2 of 3
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4. In lieu of financial resources or support, individuals who wish to leave the Yukon will be eligible to receive:
 - The cost of housing in a temporary hostel (when available) or other appropriate temporary accommodation for three nights.
 - In the case of a Status Indian, Health Canada, Medical Services Branch Non-insured Health Benefits Program (NIHB) benefits would be accessed prior to any medical or dental costs being approved as a Transient benefit.

Note: This does not include the provision of doctor's care or hospital costs as these are universally insured services available through various provincial/territorial plans. In circumstances where a transient applicant's coverage in their province/territory of residence is in doubt, Health Services Branch may be contacted to assist the applicant in seeking appropriate health insurance coverage from their province/territory of origin.

- Emergency transportation costs are only provided to the nearest location outside of Yukon. If transportation to a further destination is required, authorization is necessary and a Supplementary Needs Allowance Authority form can be filled out.
 - Individuals will receive either a travel warrant to cover the cost of bus fare from Yukon to Dawson Creek, B.C., or \$120.00 for gas if travelling by vehicle.
5. Individuals who wish to remain in the Yukon will be eligible for:
 - Up to \$350.00 per month for food, shelter, fuel, utilities, room and board, clothing and up to \$20.00 per month for incidental items.
 6. If the transient applicant has applied because of illness or other special consideration other than unemployment or destitution, the Issuing Officer may consider the unique circumstances of need for assistance and should consult with supervisor for approval.
 7. When a transient applicant who applies for Social Assistance is awaiting wages from full time or part time employment, the applicant should be referred to their employer in order to make such arrangements as pay advances or day to day earnings prior to qualifying for social assistance benefits.

SECTION C: Eligibility for Social Assistance	SUBJECT: Transients	C.3 Page 3 of 3
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8. Transient citizens of other countries who are not permanent residents (Landed Immigrants) are not normally eligible for social assistance. In all cases Landed Immigrants should be referred to the nearest Yukon Government Social Assistance office.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Under the Age of 19 Years	C.4 Page 1 of 3
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C.4 Applicants Under the Age of 19 Years

Objective

- The purpose of this policy is to provide guidelines for assessing the eligibility for social assistance benefits of applicants who are under the age of 19.

Policy:

An applicant who is under 19 years of age is eligible for assistance only if:

- The applicant is living apart from their parents because living with their parents is not a practical alternative because of the parents' refusal or inability for reasons other than financial, to care for the applicant or
- The applicant lives apart from their parents and has been self-supporting for a period before there was a change of circumstance that makes the applicant in need of assistance and the change in circumstances was unforeseen when the applicant began to live apart from their parents, or
- The applicant has been discharged from the care of an authorized child welfare agency at the age of 18 years.
- The Issuing Officer may refuse to pay assistance to an applicant under 19 years of age if on reasonable grounds the Issuing Officer believes that the applicant's parents are a practical resource for their support, and the applicant is unreasonably refusing that support or is unreasonably refusing to take legal action to enforce the parent's obligation to support them. There is no difference in the obligation to support minor children between those parents receiving social assistance and those not receiving social assistance.
- It is the policy of Tr'ondek Hwech'in to insist that the applicant pursue maintenance.

SECTION C: Eligibility for Social Assistance	SUBJECT: Under the Age of 19 Years	C.4 Page 2 of 3
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Guidelines

1. Under Yukon Government legislation, parents are financially responsible for their children until they reach the age of majority (19). Therefore one of the first items that must be dealt with when a person under the age of 19 applies for social assistance is whether the parents have the ability to care for or provide support for the applicant. In order to determine this, it will be necessary for the Issuing Officer to conduct an in-depth assessment and to interview the parent(s).
2. In determining whether parents have the ability to provide care, the Issuing Officer should consider the level of risk to the youth in returning home and the ability of the parents to provide a reasonable living environment for the youth. If the Issuing Officer believes the youth would be at risk if returning home, the Issuing Officer will refer the file to Family and Children Services for investigation.
3. If the parents have the ability to provide support for the youth, then the applicant should be referred back home and referred to counselling if necessary.
4. If the parents do not have the ability to provide support for the applicant then the applicant may be assessed for eligibility for benefits as provided in the Manual.
5. If the parents refuse to provide support for the applicant, then the case should be referred to Family and Children's Services or other authorized Child Welfare Agency.

SECTION C: Eligibility for Social Assistance	SUBJECT: Under the Age of 19 Years	C.4 Page 3 of 3
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6. The Tr'ondek Hwech'in is very reluctant to allow a person 16 years of age or under to come onto social assistance. If a youth, who is 16 years of age or under, applies for assistance the following steps are followed:
 - The youth is interviewed and asked why they cannot or will not live at home.
 - The parents are contacted and informed that their child is attempting to apply for social assistance. The parents are asked to come to an interview where the Issuing Officer attempts to discover why the child is not living at home. In all cases, the preferred option is for the parents and the child to resolve their difficulties so the child can return home.
 - If there is no immediate resolution for the child to return home, all parties are informed that the Issuing Officer will be referring the file to Family and Children Services for investigation to determine if there is a protection issue.
7. The applicant and the parents should be advised that parents are financially responsible for their children until they reach the age of majority. It would be preferable for the parents to voluntarily contribute the total amount that the youth would receive under social assistance. Failing this, it would be desirable to work out some form of voluntary maintenance by the parents for the youth, but if this is not possible the parents would be advised that the child will pursue maintenance through the courts.
8. As part of eligibility determination, the applicant must complete the Maintenance Questionnaire prior to receiving benefits and cooperate with Legal Services on an ongoing basis in seeking maintenance.
9. Applicants under the age of 19 should be encouraged to remain in school and as part of the eligibility determination process should provide documentation from the school to indicate their support and agreement with this plan. Failing this, the applicant otherwise complete a Self Sufficiency Plan and comply with the Tr'ondek Hwech'in's employment policies.
10. Applicants under the age of 19 must find room and board arrangements rather than apartments or hotel rooms and be under adult supervision.

11. In many instances, officers who work with youth in receipt of social assistance benefits, are placed in a quasi-parental relationship with the recipients. The casework service in most instances must go beyond the usual business of determining financial need and arranging financial assistance. The recipient may also require considerable support services including counselling, life-skills, monitoring, guidance, etc.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Young or Disabled Children	C.5 Page 1 of 2
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C5. Young Or Disabled Children

Objective

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The purpose of this policy is to clarify which applicants may be exempted from seeking employment because they are parenting young or disabled children.

Policy

An applicant who is taking care of one or more of their own children under the age of two years or applicants with a child of any age with a severe disability, are exempt from seeking employment.

Guidelines

1. Many applicants who will be exempt under this policy may still choose to seek employment, training or otherwise help themselves become self-sufficient and they should be encouraged and supported to the full extent possible.
2. Even though applicants may be exempt under this policy from seeking employment, they will still benefit from "welfare services" which will help them prepare for the day they are no longer exempt from seeking employment.
3. When there are two adults in the applicants family, one adult may be exempted but the other adult must demonstrate that they are seeking employment, rehabilitating themselves, or otherwise movmg the family towards self-sufficiency.

4. Any applicant requesting an exemption by virtue of having a 'severely' disabled child will be required to provide an assessment completed by the Vocational Rehabilitation Counsellors, Child Development Centre or by another qualified professional.

SECTION C: Eligibility for Social Assistance	SUBJECT: Young or Disabled Children	C.5 Page 2 of 2
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5. The following criteria is used to evaluate 'severity' of a disability:
 - Is the restriction long term? 'Long term' means a condition that has lasted or is expected to last six months or more.
 - Are there assistive devices that would eliminate the limitations brought on by the disability? Are they available and affordable?
 - Are there other special conditions that must be taken into account? Special considerations could be the acquired skills of the parent versus the needs of the child versus the effect of substituting the parent with another care giver and the effect on the child.
6. All requests for exemption by virtue of having a severely handicapped child should be documented, accompanied by the assessment and the recommendation of the Issuing Officer and submitted to the Director (or delegate) for approval.
7. During the period where the issue of qualification for exemption is under review, the applicant will not be required to seek employment or training.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION C: Eligibility for Social Assistance	SUBJECT: Involved In Industrial Disputes	C.6 Page 1 of 1
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C.6 Involved In Industrial Disputes

Policy

- Individuals who have lost their usual source of income due to an industrial dispute/strike are not eligible for social assistance.

Guidelines

1. The following applicants fall under this policy:
 - union and non-union personnel who have lost their usual source of income due to a strike
 - union personnel who have been legally locked out at their place of employment
 - individuals who refuse to cross the picket lines in support of another unions strike action
2. Persons who are applying for assistance, once the strike has ended, to cover expenses incurred during the strike are not eligible.
3. Union or non-union individuals who have been laid off work due to lack of work caused by the strike of another union may be assisted. Eligibility will be determined by observing all regular eligibility criteria.
4. Individuals on strike, who prior to the strike were in receipt of a supplement to their income from social assistance will remain eligible for that supplement

and will continue to receive the amount of supplement issued in the month prior to the strike.

5. Individuals ineligible due to strike action may be eligible for benefits as prescribed in Policy H.2, Emergency Social Assistance.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Self-Employed Applicants	C.7 Page 1 of 3
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C.7 Self-Employed Applicants

Objective:

The purpose of this policy is to clarify how and under what circumstances a self-employed applicant might qualify for benefits.

Policy:

It is the Tr'ondek Hwech'in's policy to support and encourage self-employment as a means of self-sufficiency.

A self-employed individual may be eligible for social assistance benefits if they otherwise qualify under the Manual and as provided in this policy.

A self-employed person may have personal property up to \$5,000 exempted in their application for social assistance benefits if their personal property is needed to carry on a business. If there is personal property in excess of \$5,000, a self-employed person may be eligible for social assistance benefits as an advance with an Agreement to Repay.

For persons who are self-employed, personal property is defined as items such as tools and equipment which are essential to carrying on the self-employed business.

Twenty-five percent (25%) of income earned from self-employment by members of the family unit after the third consecutive month of receiving assistance, is not

included in the calculation of monthly net income. See Policy D. 1, Financial Resources.

If an applicant does not qualify for regular benefits, Emergency Social Assistance may be provided in order to prevent or alleviate risk to health and safety.

SECTION C: Eligibility for Social Assistance	SUBJECT: Self-Employed Applicants	C.7 Page 2 of 3
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Guidelines

1. A reality of living in the Yukon, and in these economic times is that there are people who can sustain themselves through self-employment for periods of time but occasionally they need either emergency assistance or assistance for short periods of time to see them through periods of minimal work or cash flow problems. Examples include trappers, placer miners and various trades, such as painting, roofing and carpentry.
2. In the event that a self-employed person makes an application for social assistance, they should be encouraged toward alternative financial remedies including personal loans, bank loans, credit or disposal of assets. Assets that cannot be converted to cash such as equipment should be utilized for collateral for loans whenever possible.
3. In order to determine eligibility it is necessary to closely examine recent financial statements. Monthly bank statements and the income statements will disclose cash flow and how much the business is bringing in and related expenses. The balance sheet will disclose assets and liabilities of the business.
4. For purposes of determining eligibility, a person may have \$5,000 exempted for personal property (e.g. tools) if the personal property is required to carry on the business. If the applicant has in excess of \$5,000 in personal property and they would otherwise qualify, the applicant may be provided benefits in accordance with other sections of the Manual in the form of an advance with an Agreement to Repay subject to Guideline 5.
5. It is the responsibility of the applicant to substantiate that every effort has been made to make maximum use of their resources. An applicant has a reasonable period, not to exceed 90 days, to convert any liquid assets including placer

mining claims into cash, provided that the conversion does not produce a loss greater than 25% of their reasonable market value.

6. For purposes of determining eligibility or whether there is a budget deficit, the net monthly income of the business should be used. The net income calculation should provide for a reasonable level of expenses within the business.
7. Where no available financial remedies or resources exist and the Issuing Officer believes there is a risk to health or safety to the applicant or their family, benefits may be provided under Policy H.2, Emergency Social Assistance.
8. While in receipt of social assistance the applicant must comply with the Administering Authority's policies on employment and must actively be searching for work in order to qualify for continuing eligibility.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Attending School or Training	C.8 Page 1 of 2
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C.8 Applicants Attending School or Training

Objective

The purpose of this policy is to clarify the policy with respect to education and training for adult applicants.

Policy

The Issuing Officer may support an applicant to take part in upgrading courses, for example to get a high school diploma, a trade specific enrichment, or training programs which will lead directly to self-sufficiency. The applicant must also exhaust all possible financial resources available to them by applying for funding for this type of training.

Guidelines

1. An applicant will not be exempt from seeking employment while attending upgrading or training unless the Issuing Officer believes that extenuating circumstances exist that precludes employability. All requests for upgrading or training must lead directly to employment or self-sufficiency and will only be approved subject to the applicant exhausting all available financial resources. The applicant must either attend the program full-time or attend the program part-time and work part-time.
2. Where there are two adults in the applicant's family, the Issuing Officer may support both adults attending a course or training program at any given time. As stated in (1) neither adult will be exempted automatically from seeking employment. Requirements for employment will be evaluated individually and based in part upon course requirements.
3. Post secondary students may qualify for a budget deficit but they must apply for all available training allowances, grants and assistance from the CYFN Post Secondary Education program.

SECTION C: Eligibility for Social Assistance	SUBJECT: Attending School or Training	C.8 Page 2 of 2
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4. As the social assistance program is the provider of last resort, applicants attending upgrading or training courses must exhaust all financial resources

available to them. They must apply for all available training allowances, grants and assistance from the Human Resources Development Centre, the Yukon Government, the Tr'ondek Hwech'in Education and Training office, the CYFN and Canada Student Loans. The applicant will have the student allowances, grants and assistance averaged out over the school term that it applies to. A \$2,400 student assistance grant received in January may be applied at \$600 per month to the budget (school term of January to April).

5. Applicants under this policy must otherwise first qualify for social assistance benefits. Normally, other programs will cover the cost of tuition, registration, books and related expenses. Local travel and child care expenses may be covered if required and approved in advance using a Supplementary Needs Allowance Authority form approved by the Director (or delegate).
6. The Issuing Officer will not fund post secondary courses, correspondence courses or personal interest/recreational courses, for example recreational cooking courses or mountain bike riding courses.
7. Any approved upgrading or training must be the least expensive alternative available in the community.
8. Applicants are advised to discuss alternatives with the Issuing Officer as early as possible. Requests for approval and/or funding must be made at least two weeks in advance of the program

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Maintenance Payments	C.9 Page 1 of 2
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C.9 Maintenance Payments

Objective

To clarify issues related to maintenance and maintenance enforcement for persons applying for social assistance benefits.

Policy

All persons applying for social assistance benefits are expected to pursue and secure financial resources available to them and this includes pursuing maintenance. Applicants must take the necessary steps to seek or enforce the payment of maintenance. This includes parents seeking maintenance for dependent children and persons under 19 years of age pursuing maintenance from their parents.

The Legal Services Branch of the Yukon Government Justice Department has the responsibility for assisting social assistance applicants in obtaining a Maintenance Order.

The Maintenance Enforcement Program of the Yukon Government Justice Department has the responsibility to assist social assistance applicants in enforcing Maintenance Orders.

Guidelines

1. At the time of application the Issuing Officer should inform the applicant of their responsibility to seek and enforce a court order for the payment of maintenance.
2. Where there is a valid legal separation agreement in existence which provides for the payment of maintenance, the applicant must file this agreement with the Maintenance Enforcement Program.

SECTION C: Eligibility for Social Assistance	SUBJECT: Maintenance Payments	C.9 Page 2 of 2
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3. Where there is no valid legal separation agreement available or where the Maintenance Enforcement Program determines that the existing agreement is not sufficient, the applicant must complete the Maintenance Questionnaire.

The applicant should forward this form as quickly as possible to the Legal Services Branch of the Yukon Government Justice Department.

4. The length of time it actually takes to either obtain a Maintenance Order and/or to have it enforced varies greatly and is beyond the control of the applicant in most cases.
5. An applicant will be eligible for benefits during the waiting period necessary to enforce the Maintenance Order as long as the applicant is not causing any undue delays in the pursuit of maintenance.
6. There may be instances where the applicant refuses to pursue maintenance for safety reasons. In these instances, the Issuing Officer should substantiate and verify the claim and should request an exemption from the Director (or delegate).

Procedures

1. In order for the maintenance to be assured, a Maintenance Order must be in place. In order to pursue a Maintenance Order in Yukon, legal assistance may be available from Legal Aid (403667@5210) or Legal Services (403-667-5775). A status client is expected to contact Legal Aid and a non-status client to contact Legal Services.
2. A status applicant will have to qualify for Legal Aid. A copy of the applicant's Budget and Decision (B&D) form must be submitted along with the application to Legal Aid. In the case of the non-status applicant, the B&D and application form is submitted to Legal Services.
3. If the applicant is deemed eligible for Legal Aid or Legal Services assistance, they will be referred to a lawyer. If an applicant is not eligible for Legal Aid or Legal Services, they will be required to pay for their own lawyer.
4. Additional assistance in working out an agreement may be accessed through Mediation Yukon (403-667-7910).

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Employable Applicants	C.10 Page 1 of 2
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C.10 Employable Applicants

Objective

The purpose of this policy is to clarify the expectations on employable applicants.

Policy

Employable persons who may be eligible for social assistance are expected to seek, accept and keep employment, or training, or rehabilitation including employment with First Nation work projects.

An applicant is considered to be 'employable' if the applicant has insufficient income to provide for the basic necessities of self and dependents and one of the following conditions apply:

- lacks employment opportunities
- is between the ages of 19 and 60

Guidelines

1. Applicants who are considered employable are required to make **all** necessary efforts to seek self-sufficiency. To accomplish this the applicant is required to:
 - participate in completing a self-sufficiency plan and to follow the plan
 - complete a monthly job search
 - use the service provided by the Human Resources Centre Canada or other programs where they are available
 - if not job ready, engage in counselling, up-grading, re-training or other programs which will help the applicant find work
2. An employable applicant will be considered eligible for emergency social assistance only (for example food and shelter) if they:
 - refuse to take employment without just cause
 - are not actively seeking employment
 - quit employment or training without just cause
 - fail to take advantage of opportunities to make themselves job ready.

SECTION C: Eligibility for Social Assistance	SUBJECT: Employable Applicants	C.10 Page 2 of 2
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3. The decision to reduce benefits to applicants who have not availed themselves of every opportunity to become self-sufficient will be made by the Issuing Officer.
4. The applicant will be given written notice that their social assistance allowance for the next period will be reduced, the reason for the decision, and the right to appeal.
5. Applicants who have had their benefits reduced under this policy will be eligible for regular benefits upon demonstrating that they have taken all necessary steps to become self-sufficient.

Approved: _____ - Executive Director	_____ - Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT Tr’ondek Hwech’in Citizens who are not Canadian Citizens	C.11 Page 1 of 2
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C.1 I Not Canadian Citizens

Objective

The purpose of this policy is to clarify the procedures for applicants who are not Canadian citizens.

Policy

All applicants who are not Canadian citizens but who are landed immigrants or official refugees may apply for social assistance benefits providing they have the proper documentation.

Guidelines

1. Adequate documentation must be provided by the applicant to satisfy the Issuing Officer of the nationality of the applicant and all family members. This would include citizenship papers, immigration documentation, social insurance cards, and visas.
2. In all instances, the Social Assistance Officer should consult with the Department of immigration.
3. The Issuing Officer may provide sufficient benefits to remove the risk to health or safety on the recommendation of the Department of Immigration and after receiving approval from the Director (or delegate).
4. There are four general categories of landed immigrants to Canada: Refugee, Family Class, Independent and Business. Persons who qualify to come to Canada as members of the Family Class have all been sponsored by a relative in Canada. Sometimes Refugee Immigrants have also been sponsored by a private group.

SECTION C: Eligibility for Social Assistance	SUBJECT: Tr'ondek Hwech'in Citizens who are not Canadian Citizens	C.11 Page 2 of 2
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5. Sponsoring a family member or a refugee as an immigrant involves the signing of an agreement referred to as an Undertaking of Assistance.

The Undertaking of Assistance signed by a sponsoring relative in Canada contains the following two statements:

"I will provide or assist in providing (as required) adequate lodging, care and maintenance for my family members named on this undertaking for the period determined by an immigration officer. I understand that this period may be for as long as ten years.

I will provide financial assistance to the family member(s) named on this undertaking so that they will not require financial assistance from any federal or provincial assistance program.

6. It is the responsibility of the landed immigrant's sponsor to financially support them. The Issuing Officer should first attempt to contact the sponsor and remind them of their financial responsibility to support the applicant. If the sponsor is unable to provide financial support and the applicant is non-Status, the Issuing Officer should refer the landed immigrant to the Yukon Government. If the landed immigrant resides on reserve land, the Issuing Officer may provide social assistance benefits to the applicant.
7. If social assistance benefits are provided to a sponsored landed grant the Department of immigration must be advised.
8. Expenditures to applicants who are not Canadian Citizens that have been approved by the Director or delegate may be submitted to the Department for reimbursement.

Approved: _____ — Executive Director	_____ — Chief and Council Representative	_____ Date
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SECTION C: Eligibility For Social Assistance	SUBJECT: Employment Insurance (EI) Benefits	C.12 Page 1 of 2
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C.12 Employment Insurance (EI) Benefits

Objective

The objective of the policy is to minimize dual Employment insurance (EI) benefit payments and social assistance payments being paid for the same period to an applicant; and to recover from EI benefits, the social assistance payments made for periods during which EI benefits were or are payable.

Policy

Applicants who are waiting for payment of eligible EI benefits may apply for social assistance and the allowance will be recovered from the EI benefit payments.

Guidelines

1. Canada Employment Insurance places a high priority on the prompt payment of benefits to which claimants are entitled. Occasionally payments may be delayed and some claimants are forced to request temporary financial assistance while waiting to receive EI benefits.
2. Social assistance may only be issued when all other financial resources have been utilized. Therefore any person who is eligible for EI benefits must apply for those benefits prior to making an application for social assistance.
3. If after applying for EI benefits, it is determined that there may be a delay in determining eligibility or in the receipt of benefits and an applicant would otherwise be eligible for social assistance, the application for social assistance may be processed.
4. However if an applicant is eligible, for EI benefits and receives social assistance, the applicant may be in a position of receiving dual benefits (EI and social assistance) for any given period of time.
5. In order to ensure that dual benefits are not received, the Issuing Officer must have the applicant fill out an Agreement to repay form prior to processing any social assistance benefits.

SECTION C: Eligibility for Social Assistance	SUBJECT: Employment Insurance (EI) Benefits	C.12 Page 2 of 2
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Procedures

1. When an applicant applies, for social assistance, the Issuing Officer must ensure that the applicant has applied for any EI benefits to which they are entitled. This may be done through the use of a Release of Information Form.
2. If an applicant is eligible or may be eligible for EI benefits at the time of application, the Issuing Officer will explain the policy on dual payments. A person may not be in receipt of two payments for the same time period. Thus the social assistance is provided as a loan or advance against any EI benefits they may be eligible to receive for that time period and will be collected through an Agreement to Repay. (In other words, during the waiting period when a person is not yet receiving EI they may be eligible to receive social assistance. Once their EI payments begin they must re-pay any social assistance they receive for the same time period).
3. If an applicant is eligible for social assistance, the Issuing Officer must complete an Agreement to repay form with the applicant and the applicant must sign the form prior to the Issuing Officer processing any social assistance payments. Procedures set out in the Assignment of Benefit Agreement must be followed.
4. An Agreement to repay form must be completed and processed each time a social assistance payment is processed.
5. The only assistance which may be issued is emergent assistance for food which will be recovered when the person receives their EI benefits.
6. If the emergency assistance is not recovered, the file remains open and if the applicant re-applies for assistance, the emergency assistance will be deducted from their eligible assistance.

Approved: _____ _____ Executive Director	_____ _____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for	SUBJECT: Applicants with Apparent	C.13 Page 1 of 2
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C-13 Apparent Substance Abuse Problems

Objective

The purpose of this policy is to clarify how to deal with applicants with apparent substance abuse problems.

Policy

Any person intoxicated or under the influence of a banned or illegal substance will not be provided services.

Applicants with apparent substance abuse problems will be referred to Alcohol and Drug Services or NNADAP for assessment or treatment.

Guidelines

- 1. If a person presents themselves in the office in an apparently intoxicated state the Issuing Officer will advise the applicant that it is the Administering Authority's policy not to provide services to persons intoxicated or under the influence of banned or illegal substances. The Issuing Officer should ask the person to return for services when sober.**
2. Caution should be exercised at all times when dealing with an intoxicated person. If the person becomes hostile or aggressive the Issuing Officer should seek assistance from either a coworker or the RCMP.
3. For applicants who have presented themselves in an apparently intoxicated condition or where there is reasonable grounds to believe the applicant has a substance abuse problem, they should be referred to NNADAP or Alcohol and Drug Services for assessment and/or treatment.
4. When the Issuing Officer believes the applicant has substance abuse problems the Issuing Officer may provide benefits by way of direct third party payment or voucher until such time as the applicant can demonstrate that they are achieving sobriety.

SECTION C: Eligibility for Social Assistance	SUBJECT: Applicants with Apparent Substances Abuse Problems	C.13 Page 2 of 2
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Procedure

1. In order to refer an applicant to NNADAP or Alcohol and Drug Services, a Release of Information should be signed by the applicant and the referral made by the Issuing Officer.

Approved: _____ - Executive Director	_____ - Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Continuing Eligibility	C.14 Page 1 of 2
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C.14 Continuing Eligibility

Objective

The purpose of this policy is to clarify how an applicant who has received social assistance benefits continues to receive them.

Policy

It is the policy of the Department to reassess eligibility for social assistance benefits on a monthly basis. In order to comply with the policy, an applicant must complete the necessary documentation and advise the Issuing Officer of any changes in their circumstances.

Each time there is a change in circumstances or at least once each fiscal year, a new Social Assistance Application form must be completed by the applicant.

In order to qualify for continuing benefits, employable applicants must demonstrate they are actively seeking employment, training or rehabilitation as set out in Policy C. 10, Employable Applicants.

Guidelines

1. All changes in income, assets, marital status, family size, address, employment status or other relevant information must be reported.
2. All receipts, income statements or other documents requested by the Issuing Officer must be provided by the applicant.
3. All employable applicants must attach a fully completed Job Search Record form showing that they are seeking employment and to verify that they have attended programs and services.

SECTION C: Eligibility for Social Assistance	SUBJECT: Continuing Eligibility	C.14 Page 2 of 2
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Procedures

1. Home visits should be made on a regular basis. At least once every year a home visit should be made to complete the annual application, to verify information and provide other casework services.

Approved: _____ _____ Executive Director	_____ _____ Chief and Council Representative	_____ Date
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SECTION C: Eligibility for Social Assistance	SUBJECT: Applicants in Nursing Homes and Special Care Homes	C.15 Page 1 of 1
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C.15 Nursing Homes And Special Care Homes

Objective

1. To establish the asset exemption limit for the purpose of determining eligibility for assistance for persons admitted to a Nursing Home or a Special Care Home.
2. To establish a "comfort allowance" for a resident of a Nursing Home or Special Care Home taking into account their financial resources.

Policy

It is expected that those individuals who can afford the cost of their own care while in a Nursing Home or Special Care Home will do so.

In cases where the application of pensions and allowances result in either a deficit or "zero" budget determination, the balance shall be provided by social assistance. In addition, a Permanent Labour Force Exclusion allowance of \$125.00 per person per month will be provided to those who qualify.

Guidelines

1. The liquid asset exemption level for an applicant for the purpose of providing assistance in the form of nursing or special care, or residential accommodation in senior citizen's homes shall be:
 - for the single person, an exemption of \$1,500 in liquid assets
 - for a married couple, an exemption of \$2,500 in liquid assets

Approved: _____ _____ Executive Director	_____ _____ Chief and Council Representative	_____ Date
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SECTION D: Assessing Resources	SUBJECT: Financial Resources	D.1 Page 1 of 4
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D: ASSESSING RESOURCES

D.1 Financial Resources

Objective

The purpose of this policy is to establish what constitutes the "financial resources" that must be used in calculating the monthly net income for an applicant.

Policy

1. Benefits will be provided only after an applicant has made maximum use of all the financial resources available to the family.
2. When applying for social assistance benefits an applicant must disclose all real or potential financial resources available to the family by filling out the appropriate forms, providing information requested by the Issuing Officer and by disclosing all relevant information to the Issuing Officer at the earliest possible time.
3. All financial resources of an applicant will be factored into the calculation of the monthly net income of the family unit. Policy B.3, Family Unit defines what constitutes a "family unit" for purposes of determining eligibility for social assistance benefits. The next section itemizes what is included in "financial resources" and what is excluded from "financial resources" in the calculation of monthly net family income.
4. If the Issuing Officer is unsure about any item, the Issuing Officer should consult with the Director (or delegate) and sufficient documentation should be entered into the file to justify any decision made. All requests to exclude certain financial resources from the calculations must be documented and submitted to the Director (or delegate) for approval prior to any non-emergency benefits being issued.

Guidelines

A. Items INCLUDED in the monthly net income:

1. Net earnings from employment, including voluntary deductions.

SECTION D: Assessing Resources	SUBJECT: Financial Resources	D.1 Page 2 of 4
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2. Net revenue from trapping, logging, mining, fishing and small business operations.
3. Income from insurance except where such insurance payment is received as a result of fire, theft, or property damage and is used to replace or repair the loss.
4. Earnings of persons providing services under contract.
5. Total amount of pensions, death benefits, disability benefits or survivors benefits under the Canada Pension Plan; Old Age Security; Guaranteed Income Supplement; Workers Compensation; Blind and Disabled Person's Allowance, private and company pension plans and benefits for retirement; disability or survivors benefits or any other statutory pension or allowance. **Note:** *All applicants who are eligible for O.A.S. or the G.I.S., must apply for those benefits prior to being eligible for non-emergency social assistance benefits. Social assistance benefits will be provided only as an advance against these payments by way of an Agreement to Repay, in the event of retroactivity or dual payments for the same period of time.*
6. Money received under the terms of maintenance orders, parent's maintenance orders, contributory orders, affiliation orders or agreements, separation agreements, Court Orders, divorce decrees, inheritance settlements, accident claims, EI benefits or other types of settlements or agreements. **Note:** *All applicants who are under the age of majority or applicants who have children as part of their family, must either (a) complete the Maintenance Questionnaire form at the time of application and demonstrate that they are complying with the requirements of the Yukon Government Justice Department in the application for maintenance or (b) register their Divorce, Separation, or Maintenance Agreement with the Maintenance Enforcement Unit of the Yukon Government Justice Department prior to completing their application for social assistance benefits. Note: All applicants who are separated from a spouse should be asked to produce a Separation Agreement or may be referred to Legal Aid for assistance in obtaining one.*
7. Maintenance payments from moneys held in trust for children and available for distribution but where such moneys are available, care should be taken to ensure that moneys are released on a monthly basis in an amount not exceeding the budget requirements of the child(ren) and taking into consideration the budget requirements of the child(ren) involved and the amount of the trust.

SECTION D: Assessing Resources	SUBJECT: Financial Resources	D.1 Page 3 of 4
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8. The reasonable value of goods and services received by an applicant free of charge as estimated by the Issuing Officer.
9. Regular gifts and gratuities.
10. First Nation distribution, lump sum or otherwise.
11. The reasonable value of food obtained by gardening, hunting and fishing.
12. Eighty percent (80%) of gross amount received from roomers or lodgers who are providing their own food. Forty percent (40%) of gross amount received from boarders who are provided with meals.
13. Sixty percent (60%) of gross amount received from rental of self-contained apartment or suite within the house.
14. Loans, grants, beneficiaries, scholarships, or training or education allowances to students. **Note:** *All applicants must maximize the financial resources available to them. In the case of students, prior to receiving social assistance benefits they must apply for all accessible financial resources including Federal Government training allowances, Yukon Government training allowances, loans and bursaries, CYFN training allowances, grants and loans, and Canada Student loans. Note: In calculating the monthly net income using lump sum loans, grants or training allowances, the amount will be pro-rated over the applicable school term.*
15. Prizes, gifts, and awards, for example money received through windfalls, lotteries, bingo's, capital gains, stock dividends, and forgivable loans. **Note:** *All applicants must disclose and report all winnings, awards and grants and these moneys will be used to calculate monthly net income for the month in which they are received*
16. Rebates on propane, gas or other similar rebates.
17. Honoraria paid to Chiefs, Councillors, or others as salary or fee for service, but not payment for expenses such as transportation, meals, hotel and incidentals to attend meetings. Available receipts for expenses must be provided as proof of expenditures.

B. Items NOT INCLUDED in the monthly net income:

SECTION D: Assessing Resources	SUBJECT: Financial Resources	D.1 Page 4 of 4
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1. Child Tax Benefit and Working Income Supplement.
2. Maintenance payments made by the Director of Family and Children's Services to the applicant on behalf of a child in the care and custody of the said Director (or delegate) being maintained in the home of the applicant.
Note: *If the Director (or delegate) is paying maintenance to the applicant, no additional financial assistance for the additional child need be provided to the applicant.*
3. Involuntary deductions and reasonable cost of transport to and from work.
4. Income up to fifty dollars (\$50) per month for a family unit of one person and up to one hundred dollars (\$100) per month for a family unit of two or more persons.
5. Yukon First Nations Elders Allowance payments.
6. Twenty five percent (25%) of the monthly income from employment or self-employment earned by members of the family unit after the third consecutive month of receiving assistance.
7. Earnings of a dependent under the age of 19 years living at home and attending school full time, for example, taking at least 75% of a full course of studies.
8. Casual gifts of small value.
9. Contributions for other than ordinary maintenance of applicants or their dependents who require special care.
10. An amount of up to \$25 for each person deemed to be a permanent exclusion from the labour force received from gifts, relative donations, sale of handicrafts, hobby material or use of special talents.
11. Credits.
12. Settlement payments to Thalidomide victims, Japanese Canadians interned during World War II and persons infected with HIV through blood products.

Approved: _____	_____	_____
Executive Director	Chief and Council Representative	Date

SECTION D: Assessing Resources	SUBJECT: Liquid Assets	D.2 Page 1 of 2
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D.2 Liquid Assets

Objective

The purpose of this section is to define "liquid assets", clarify what liquid assets should be included in the calculation of financial resources and set out some guidelines on how maximum use can be made of these resources.

Policy

"Liquid assets" consist of cash and assets that can be converted into cash. Some of the more common forms which liquid assets might take include cash on hand,, in a bank or other financial institution, treasury bills, savings bonds, term deposits, guaranteed investment certificates, mutual funds, mortgages and corporate bonds, and debentures or shares.

Applicants and their families can retain some liquid assets and not have them included in the calculation of financial resources. These are noted below.

In all instances, other than those noted below, all liquid assets must be converted into cash within 90 days and will be considered as a financial resource.

Guidelines

1. Most forms of investment are capable of conversion into cash within a reasonable period of time through withdrawal, sale to a willing buyer or use of the asset as collateral for securing a loan. Premature withdrawal may be accompanied by an interest penalty or other disincentive, however, the principal amount is redeemable in almost all cases. (A noteworthy exception is some specific types of RRSPs created when individuals leave their former employment or money held in trust for children).
2. All liquid assets, other than those noted below, must be converted into cash within 90 days as long as the conversion into cash does not produce a loss greater than twenty-five percent (25%) of their reasonable market value. Only emergency benefits will be provided during this 90 day period.
3. Any payment received in respect to the sale of these assets will be considered income.

SECTION D: Assessing Resources	SUBJECT: Liquid Assets	D.2 Page 2 of 2
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4. Liquid assets that are considered "allowable" and are to be excluded from the calculation of financial resources are:
- Cash assets not exceeding \$500 for one person; \$ 1,000 for a family unit of two persons; and for families larger than two persons \$ 1, 000 plus \$300 for each member more than two;
 - Liquid assets not exceeding \$1,500 for a family unit of one person and \$2,500 for a family unit of two or more persons where the head of household is permanently excluded from the labour force;
 - An additional exception of up to \$1,500 for each person deemed to be permanently excluded from the labour force, or a single parent, or a dependent child under the age of nineteen years where such an amount is placed irrevocably in trust for his or her future funeral, burial or educational expenses or if in the case of a dependent child the amount is not available for distribution or if maintenance payments are being made;
 - Any liquid asset approved by the Director (or delegate) where there are sound social or economic reasons for delaying or refraining from converting the liquid assets into cash.

Approved: <hr/> Executive Director	<hr/> Chief and Council Representative	<hr/> Date
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SECTION D: Assessing Resources	SUBJECT: Real Property	D.3 Page 1 of 3
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D.3 Real Property

Objective

The purpose of this section is to define "real property" and to clarify how and under what circumstances it must be considered as a financial resource that the applicant must access.

Policy

The net income from or the proceeds from the sale of any real property will be considered as a financial resource of the applicant and must be used to support the applicant and their immediate family.

The term "real property" is understood to mean fixed, permanent or irremovable assets, or more specifically land for which legal title is held plus any buildings located on such land.

All real property, other than that used as the applicant's home or essential in their business, is considered a potential financial resource and must be (liquidated) sold or used as collateral for a loan within ninety (90) days of applying for benefits.

Guidelines

1. Real property that is to be excluded from the calculation of the financial resources of an applicant includes property where there is a sound social or economic reason for delaying or refraining from realizing on this property. Normally this would only include the equity in the home in which the applicant resides, the property on which it is located that is essential to the home, and any essential property used in a business by the applicant to support the applicant and their immediate family.
2. In urban, suburban and recreational areas, title is usually defined by lot with minimum front footage specified in zoning by-laws. In rural areas this will usually mean the quarter section on which the farmhouse is located.
3. Any real property, which is not essential to the applicant's home or residence or essential for supporting a business, must be (liquidated) sold or used as collateral for a loan to support the applicant. Examples include oversized lots, other land holdings, cottages, recreational property and vacant land.

SECTION D: Assessing Resources	SUBJECT: Real Property	D.3 Page 2 of 3
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4. The applicant must demonstrate that they are making every reasonable effort to (liquidate) sell, or use as collateral for a loan, all real property not excluded from calculation as a financial resource. Completion of the sale must take place within 90 days of application and the applicant must accept any offer which does not produce a loss greater than twenty-five percent (25%) of it's appraised market value. During this 90-day period, the applicant will be eligible for emergency benefits only.
5. Only under exceptional circumstances such as legal complications preventing the sale, the unavailability of a buyer or other unusual circumstances will assistance be provided after 90 days. All such circumstances must be approved by the Director (or delegate) in advance and any such approvals should be accompanied by regular monitoring of the continuation of assistance.
6. Applicants must be advised in writing that they have property in excess of that normally permitted; that all reasonable action must be taken to dispose of the property and that emergency assistance will only be granted for up to 90 days to permit the liquidation of the excess property. In those cases where legal complications may prevent the sale of the property within 90 days (for example, joint ownership in cases of marital breakdown), care must be taken to ensure applicants understand the normal policy but also that special consideration can be given to extend benefits to avoid undue hardship pending the liquidation of the property. In all cases, the Issuing Officer must do regular follow-up to monitor progress towards the liquidation of the property.
7. When an applicant is permitted to retain property, the net income from any property will be calculated as income in determining the monthly budget.
8. No action should be taken by the Director (or delegate) or the Issuing Officer which increases the net worth or equity of the applicant.
9. It would be acceptable for an applicant to sell real property and purchase a primary residence if done within four months from the time the sale concludes and if the residence purchased is suitable to the applicants needs and in accordance with the standard of living the applicant can reasonably expect to maintain. In all such instances, a proposal should be submitted for approval prior to any sale and purchase. Any moneys remaining after the approved purchase of a home by the applicant will be considered as a financial resource that the applicant must use to support him or herself.

SECTION D: Assessing Resources	SUBJECT: Real Property	D.3 Page 3 of 3
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10. If an applicant purchases a home while in receipt of social assistance benefits which the Issuing Officer believes exceeds the applicants reasonable needs, the Issuing Officer will provide emergency benefits only until such time as the property can be sold and all the proceeds considered as a financial resource.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION D: Assessing Resources	SUBJECT: Personal Property	D.4 Page 1 of 2
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D.4 Personal Property

Objective

The purpose of this policy is to clarify what personal property of the applicant should be considered as a financial resource and what steps should be taken to ensure that the applicant makes maximum use of this resource.

Policy

Any personal property owned by an applicant which is not essential to the health, welfare or rehabilitation of that applicant or their immediate family should be (liquidated) sold or used as collateral for a loan.

Guidelines

1. The issue of personal property or non-essential assets should be dealt with as part of the eligibility determination process. The Issuing Officer should clarify with the applicant what assets they own and how essential the assets are to the health and welfare of the applicant.
2. As a condition of eligibility for social assistance, the applicant may be asked to (liquidate) sell any non-essential items or use them as collateral for a loan and use the proceeds to support themselves.
3. Personal property of a non-essential nature which would need to be liquidated would include items such as: boats, trailers, planes, snowmobiles, recreational vehicles, all-terrain vehicles, computers, stereo equipment, VCRs, collectibles, and farming or equipment not in use with a value in excess of \$500.
4. Although allowances are not generally provided for any costs associated with the operation of automobiles, applicants are not required to dispose of a vehicle as non-essential personal property. Any second or subsequent vehicle owned by the applicant should be regarded as non-essential and should be liquidated.
5. Any items of personal property in excess of \$500 which are deemed by the Issuing Officer to be essential to the health and welfare of the applicant should be listed on the Application Form and the Director (or delegate) requested to approve an administrative exemption.

SECTION D: Assessing Resources	SUBJECT: Personal Property	D.4 Page 2 of 2
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6. For persons who are self-employed, personal property up to a value of \$5,000 that is essential to carrying on the business such as tools and equipment will not be considered a financial resource.
7. It is the applicants responsibility to demonstrate that they are making every reasonable effort to (liquidate) sell or use as collateral any non-essential personal property and they must accept any amount which does not produce a loss greater than twenty-five percent (25%) of its appraised market value.
8. An applicant making a reasonable effort to liquidate non-essential personal property should have the eligibility determination process completed and benefits provided in accordance with the Manual. In other instances, the Issuing Officer may provide emergency assistance only until the matter is resolved or dealt with through the appeal process.

Approved: <hr/> Executive Director	<hr/> Chief and Council Representative	<hr/> Date
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SECTION E: Entitlement and Method of Payment	SUBJECT: Budget Deficit System	E.1 Page 1 of 2
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E: ENTITLEMENT AND METHOD OF PAYMENT

E.1 Budget Deficit System

Objective

The purpose of this policy is to clarify the method used in calculating the amount of assistance an applicant might be entitled to.

Policy

For purposes of determining need the Issuing Officer will use the "budget deficit method".

An applicant and their family will be considered in need when a "budget deficit" exists or when the budget is inadequate to take care of basic situations.

Guidelines

1. "Budget deficit" means the amount of financial resources of an applicant and their dependents are less than the total cost of assistance necessary to sustain their family unit expenses.
2. In determining the eligibility of an applicant the Issuing Officer will use the rates provided under Basic Needs Benefits of the Manual and the actual cash inflow or income of the applicant.
3. For purposes of determining eligibility it is preferential to use the full calendar month if the date of application is prior to the 15th of the month and the pro-rated calendar amounts if the application date is after the 15th of the month.
4. Where actual income or cash flow is unknown for the budget period, it is best to use the previous month's actual cash flow to determine eligibility. When this is not possible, the Issuing Officer must use their discretion when using projected earnings or income. It is preferential to use actual dollar amounts where possible thereby eliminating the need to do constant adjustments.
5. If the Issuing Officer determines that an applicant is not eligible for social assistance benefits, the Issuing Officer must explain the reasons to the

SECTION E: Entitlement and Method of Payment	SUBJECT: Budget Deficit System	E.1 Page 2 of 2
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applicant, discuss alternative resources available and advise the applicant of the appeal procedure.

6. In some cases, the applicant may not be eligible for benefits using the budget deficit method but further action is necessary. If the Issuing Officer believes that a health or safety risk exists for the applicant, the Issuing Officer may proceed under the provisions of Policy H.2, Emergency Social Assistance.
7. There is substantial discretion for the Issuing Officer on how to proceed in this area, therefore it is critically important that the Issuing Officer be consistent in their approach and that all decisions and procedures be properly documented on the applicants file.

Procedure

1. The Issuing Officer calculates the budget using the Budget and Decision form and must ensure that all information is documented and placed on the applicant's file.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION E: Entitlement and Method of Payment	SUBJECT: Start of Assistance	E.2 Page 1 of 2
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E.2 Start of Assistance

Objective

The purpose of this policy is to clarify when assistance should begin.

Policy

Assistance will begin on the day of application or on the day need for assistance was established; whichever date is later.

If the Issuing Officer believes need exists, assistance may start from the beginning of the month in which the application was made.

Guidelines

1. The Issuing Officer should use their discretion in determining the date assistance starts, recognizing that it may be necessary to work within the calendar months.
2. The Issuing Officer should use the budget period from date of application to the end of that calendar month in determining eligibility, the amount and start of assistance.
3. Every application is unique and applicants have fixed financial commitments (for example rent must be paid on the first of the month) as well as varying forms of cash inflow (for example, EI benefits twice a month or salary on the 15th and 30th) and for these reasons the Issuing Officer is delegated some discretion.
4. The Issuing Officer should utilize the full calendar month if the date of application is prior to the 15th of the month or half the calendar month if the date of application is after the 15th of the month.
5. Payment may be made retroactive to the date on which the social assistance application was received if, in the opinion of the Issuing Officer, such issuance would alleviate hardship.

SECTION E: Entitlement and Method of Payment	SUBJECT: Start of Assistance	E.2 Page 2 of 2
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6. Applications may not be backdated to a previous month. Retroactive payments shall not be made to recipients of social assistance from other jurisdictions because an overpayment would occur.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION E: Entitlement and Method of Payment	SUBJECT: Method of Payment	E.3 Page 1 of 2
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E.3 Method of Payment

Objective

The purpose of this policy is to clarify the method of paying social assistance benefits.

Policy

Where possible, assistance will be paid by cheque.

Where assistance is provided for a period of less than one month or where an applicant is incapable of managing their own affairs or where the Issuing Officer believes that it is in the best interests of the applicant and their dependents, benefits may be provided:

- by cheque on a day other than the first of the month or at intervals of less than one month, for example, one week or every two weeks
- by third party payment direct to Yukon Electrical or the landlord
- by purchase order (PO)

Under no circumstances will the Issuing Officer use cash payment to provide assistance.

Guidelines

1. The Issuing Officer should accept that it is in the applicant's best interests to manage their own affairs. This will lead to increased levels of self-determination and increase the likelihood of self-sufficiency. Therefore, applicants must be given the opportunity to manage their own financial affairs through the proper use of benefits by cheque payments.
2. Where an applicant received benefits but did not use them for the purposes they were intended or where there is sufficient grounds to believe that an applicant has not managed their financial affairs adequately, the Issuing Officer may resort to direct third party payment or payment by purchase orders. These alternative methods of payment should be used only as a last resort and only until an applicant can demonstrate that they are again able to manage their financial affairs.
3. Where payment is made to a third party, the third party will provide a list of expenditures along with receipts and records to the applicant.

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4. Where goods and services are authorized by a purchase order (PO), the Issuing Officer must ensure proper records are maintained on the applicant's file for purposes of financial reporting to Chief and Council and the auditor. The purchase order number, the amount, and all other important information must be recorded on the Budget and Decision form.

Approved: _____		
Executive Director	Chief and Council Representative	Date

SECTION E: Entitlement and Method of Payment	SUBJECT: Form of Payment	E.4 Page 1 of 2
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E.4 Form of Payment

Objective

To ensure the most effective and efficient means to deliver financial assistance to applicants according to the applicant's ability to manage financial resources.

Policy

All social assistance payments are subject to the financial accounting and control policies and procedures outlined in the comprehensive THFTA. The preferred method of payment is by cheque, although payment "in kind" may be authorized. Provision is made for third party administration of benefits and for recovery of benefits in selective situations.

Guideline

The method of administration selected should maximize the applicant's independence and responsibility.

Procedures

1. Cheques: Social assistance benefits are normally administered by cheque directly to the applicant.
2. Cheque Mailing: When cheques are mailed to an applicant's address, it is important that both the mailing and home addresses are kept up to date on the applicant's file.
3. Emergency Cheques: In those situations where waiting for a regular cheque would produce a health or safety risk, an emergency cheque may be produced for pick-up from the office.
4. Purchase Orders (POs): As a guiding principle, purchase orders are to be used sparingly as there is a stigma attached to this form of payment. When purchase orders are used, the purchase order should clearly state a specific time period in which the applicant can make the purchase(s). It must also state the place of business or vendor and the amount. Purchase orders may be used:
 - when the urgent nature of the need of the applicant is such that waiting to have a cheque issued would cause further hardship, and

SECTION E: Entitlement and Method of Payment	SUBJECT: Form of Payment	E.4 Page 2 of 2
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- when the Issuing Officer believes the direct provision of social assistance by cheque is beyond the applicant's capacity to handle responsibly at that time.
5. Petty Cash: Petty cash is not to be used under any circumstances.
 6. Third Party Cheques: The Issuing Officer can select a third party to administer the benefits of an applicant under special circumstances:
 - Applicants who are unable to declare and/or manage their benefits may have those benefits administered by agreement with a third party. The method of administration selected should maximize the applicant's independence and responsibility for their own affairs.
 - When a third party expresses an interest in managing the applicant's personal and financial affairs, the Issuing Officer should suggest that the person consult a lawyer.
 - Cases administered by a third party are to be reviewed at least annually by the Issuing Officer.
 7. Direct Payment to Landlord: Direct payments may be authorized when the applicant is unable to manage their benefits. Direct payment may also be used when the applicant requests that the payment be made directly and failure to do so would not secure the premises for the applicant. The Administering Authority assumes no liability for the applicant's actions or any landlord-tenant matters.

Approved: _____		
Executive Director	Chief and Council Representative	Date

SECTION E: Entitlement and Method of Payment	SUBJECT: Lost or Stolen Cheques	E.5 Page 1 of 1
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E.5 Lost or Stolen Cheques

Objective

The purpose of this policy is to clarify procedures for replacing benefits as a result of a lost or stolen social assistance cheque.

Policy

When a social assistance applicant reports their social assistance cheque as lost or stolen, it is the policy of the Administering Authority to provide assistance only as outlined below.

Guidelines

1. The applicant must report any incident of a lost or stolen cheque to the RCMP. The applicant should receive an RCMP card with an investigation number.
2. The applicant must complete a Statutory Declaration form indicating either they have lost their cheque or their cheque has been stolen.
3. Before re-issuing another cheque, the Issuing Officer must place a "stop payment" on the lost or stolen cheque. This can be done through the First Nations Finance Officer or by the Issuing Officer.
4. Unless the situation of the applicant has changed, the Issuing Officer should re-issue the same benefits that were provided on the original cheque.
5. If there is a pattern of lost or stolen cheques or other unacceptable problems, the Issuing Officer should consider direct payment or payment using purchase orders.

Approved: _____ Executive Director		_____	_____
		Chief and Council Representative	Date
SECTION E: Entitlement and Method of Payment	SUBJECT: Changes in Benefits	E.6 Page 1 of 1	

E.6 Changes in Benefits

Objective

The purpose of this policy is to provide guidelines for changing the social assistance benefits and the allowances.

Policy

When the applicant's financial resources, the number of dependents, or other circumstances change, the amount of assistance granted to the applicant shall be increased or decreased to meet the current needs.

If the applicant is no longer eligible for assistance, then no assistance will be paid to them.

If the applicant does not follow the requirements outlined in the Manual or refuses to provide information that is required to determine their financial resources, or other circumstances which may affect the benefits they are entitled to receive, the Issuing Officer may cancel their assistance.

Before altering, suspending, cancelling or reinstating assistance, the Issuing Officer shall where possible, review the applicant's circumstances with them. Or instead of the review, the Issuing Officer with the applicant's consent, can look for and get the information required to make a decision on benefits.

Guidelines

1. The applicant must be notified in writing of any decision to change or cancel benefits and be given information about the appeal process.
2. It is important to keep talking and communicating in other ways with all applicants so that the Issuing Officer can deal effectively and in a timely manner with any changes in their situations.
3. The Issuing Officer is responsible for documenting all decisions on the applicant's file.

Approved: _____ Executive Director		_____	_____
		Chief and Council Representative	Date
SECTION E: Entitlement and Method of Payment	SUBJECT: National Child Benefit Supplement Reinvestment	E.7 Page 1 of 3	

E.7 National Child Benefit Supplement Reinvestment

Objective

To provide general policy guidance on the reinvestment of savings accruing as a result of the implementation of the National Child Benefit Supplement (NCBS) within the Social Assistance Program.

Description of NCBS and Reinvestment

The National Child Benefit (NCB) is a new series of programs and services across Canada designed to improve benefits and services for low-income families with children. The objectives of the program are to help prevent and reduce the depth of child poverty; to promote attachment to the workforce and reduce overlap and duplication between programs. The new National Child Benefit Supplement (NCBS) will give most assistance to families with a combined income of family income up to \$20,921.00 with an additional \$50.41 per month for the first child, \$33.75 per month for the second child, and \$27.50 per month for each additional child. Lesser amounts will be provided to families with incomes up to \$25,921.00.

The Canada Child Tax Benefit (CCTB) is made up of the basic Child Tax Benefit (CTB) plus the new portion, the National Child Benefit Supplement (NCBS). The new portion, the NCBS that will be considered as income for the purposes of calculating social assistance benefits. As a result, there will be savings within the social assistance budget that are available for reinvestment within the community. The amount of money available for reinvestment will be directly related to the number of children under the age of 18 that are on social assistance.

Policy

The reinvestment of the savings accrued to social assistance budgets through the implementation of the NCBS will be guided by a Reinvestment Strategy developed by each community. In the case of Tr'ondek Hwech'in Self-Government's Alternative Funding Arrangements, the funds for reinvestment are within the annual allocation and are available for reinvestment internally.

Guidelines for the development of a Reinvestment Strategy

1. National Child Benefit System Objectives:

The National Child Benefit System has three primary objectives:

- to prevent and reduce child poverty
- to improve incentives to work; and
- to reduce overlap and duplication in program delivery.

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2. Reinvestment Objectives:

The stated objective for the reinvestment of the savings is to provide further funding for complementary services and benefits to low-income families with children. The

reinvestment plans must be consistent with the overall objectives of the National Child Benefit as stated in 1. above and as a Tr'ondek Hwech'in priority.

3. Eligible Organization for Reinvestment Funds:

The authority presently administering social assistance will be eligible for reinvestment resources. The reinvestment resources will come from a re-allocation internal to the social development budget in the cases of First Nation's operating under an FTA (Financial Transfer Agreement) or AFA (Alternative Funding Arrangements). First Nations under CFA (Comprehensive Funding Arrangements) which provides for billing of actual social assistance expenditures will receive new funds equivalent to the projected savings to fund reinvestment initiatives.

4. Call letter for Reinvestment Strategy

In the case of First Nations with CFA, an annual call letter will be sent out requesting a copy of the community Reinvestment Strategy. Upon acceptance of the Strategy, 75% of the annual amount available for reinvestment will be advances from the Regional office. The remaining 25% will be provided in the final quarter of the fiscal year, once more accurate projections are available. The Reinvestment Strategy can include one or more projects or programs funded or partly funded through the reinvestment funds.

The format for the Reinvestment Strategy is as follows:

- Project(s) or Program(s) Titles
- Project or Program Objectives (specific and measurable)
- Description of the Project(s) or Program(s) to be funded
- Budget for Project(s) or Program(s)
- Evaluation Plan (How are you going to know if the objectives were met)

5. Criteria for Projects or Programs

A project is a short-term initiative that has a beginning and ending and may last from days to several years. An example would be the funding of a cultural camp promoting traditional skills and self-sufficiency for low-income children under 18. A program is a long-term initiative that is likely to continue to be provided to the community on into the

SECTION E: Entitlement and Method of Payment	SUBJECT: National Child Benefit Supplement Reinvestment	E.7 Page 3 of 3
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future. An example might be a daycare program. The funds will continue to be available year after year, so multi year commitments can be made, contingent on the available funds.

The project or program, in order to fit within the parameters of the reinvestment policy should meet the following criteria:

- The project or program provides a direct benefit to low-income children under 18 years of age.
- The project or program in some way helps to prevent or reduce the impacts of child poverty; **OR**
- The project or program improves incentive to work for parents of children under 18 years and contributes to building family capacity for self-sufficiency.

The funds can be allocated to enhance the funding level of existing projects or programs that meet the above criteria. First Nations may choose to work together with other First Nations or agencies to fund projects or programs.

6. Ideas for Consideration:

Some project or programming ideas may include the following:

- child nutrition programs
- teen parent programs
- readiness to learn programs
- income support programs
- earned income supplements
- training
- child care related services
- other services to promote attachment to the workplace

7. Accountability

DIAND will be required to provide input to an annual federal/provincial/territorial report on the NCB, including reporting or reinvestment strategies. Therefore, there will be a requirement for First Nations working under CFA to report on the evaluation of the projects or programs funded through reinvestment, including the expenditures. The evaluation report needs to focus on achievements and project/program outputs.

The AFA and FTA First Nations will be requested to submit a summary of their evaluation results for the previous year as input to the overall DIAND reporting.

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E.8 National Child Benefit Supplement (NCBS)

Objective

To provide an explanation of the National Child Benefit Supplement (NCBS) and guidance on how it is to be applied to the Social Assistance Program.

Description of NCBS

The National Child Benefit (NCB) is a new series of programs and services across Canada designed to improve benefits and services for low-income families with children. The objectives of the program are to help prevent and reduce the depth of child poverty; to promote attachment to the workforce and reduce overlap and duplication between programs. The new component, National Child Benefit Supplement (NCBS) will replace the federal Working Income Supplement (WIS), which was paid to working families only. There are transitional payments available for one year to some people who have received WIS in the past.

The new National Child Benefit Supplement (NCBS) will give most assistance to families with a combined income of family income up to \$20,921.00 with an additional \$50.41 per month for the first child, \$33.75 per month for the second child, and \$27.50 per month for each additional child. Lesser amounts will be provided to families with incomes up to \$25,921.00.

There are two components to the cheque that families will receive:

The Canada Child Tax Benefit (CCTB) is made up of the basic Child Tax Benefit (CTB) plus the new portion, the National Child Benefit Supplement (NCBS).

Families that have submitted their tax forms to Revenue Canada and fall into the low-income category have been receiving the Child Tax Benefit. This portion has not been used as income for the purposes of calculating social assistance and that continues. It is the new portion, the NCBS that will be considered as income.

Policy

The federal government will reduce social assistance payments by an amount equivalent to the new National Child Benefit Supplement, and provide opportunities for community-based reinvestment of the savings in programs for low income families. The policy takes effect with the August 1998 social assistance benefit.

All applicants with children must complete their annual income tax forms and submit them to Revenue Canada. Where there are two adults living together as a couple (see section 3 in Guidelines) in the family, it will be necessary for both to complete and submit their income tax

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forms. No additional funds can be provided to pay for tax form preparation. Families with children under the age of 18 or caring for children under the age of 18 must apply for the Canada Child Tax Benefit for all children in the home.

The NCBS will be included as a financial resource in the calculation of the monthly net income.

The NCBS will be excluded from the income exemption.

A Working Income Supplement (WIS) transition payment will be provided to families that received the WIS in June 1998 and are also receiving social assistance in June and July, 1998 as long as the family is continuously receiving social assistance for a maximum period of one year. The transition payment is equal to the amount received in June 1998 as the WIS benefit. If you have a client that may be eligible for transition payments, contact regional office for details. Also, have the client complete the form *Transition into the National Child Benefit*.

Guidelines

1. NCBS Eligibility

A person established to be an **eligible individual** becomes the recipient of the Child Tax Benefit in respect of a **qualified dependant**. There can only be one eligible individual for any given month that may be entitled to receive the benefit for the month. Revenue Canada is responsible for establishing eligibility. The two most common conditions for establishing eligibility are:

1. Residing with a Qualified Dependant

Residing means that the qualified dependant and the individual ordinarily live together. There may be a temporary physical separation between the parent or caregiver and the qualified dependant due to work, school or medical care.

2. Primary Caregiver

The primary caregiver is the person who is primarily responsible for the care and upbringing of a child (qualified dependant). Although this person is usually the mother, it could be the father, grandparents, guardians or an agency.

Once the client has met the two conditions above, the next three conditions can be checked out by Revenue Canada:

3. A Canadian Citizen

4. Is a resident of Canada for Income Tax Purposes (Including “Status Indians” under the Indian Act)

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5. Is not an employee of a country other than Canada who is exempt from tax and whose duties require them to live in Canada, or a member of that person’s family or their servant.

The CCTB is a payment to an **eligible individual** for children are considered **qualified dependants**.

The following three conditions must be met:

- The child must be under 18 years of age
- A claim for a spousal amount cannot have been made in respect of the child; and
- Children’s Special Allowance is not being paid on behalf of the child.

Effective Month of Eligibility: Clients who are eligible are generally entitled to begin to receive the CCTB in the month after the month they become eligible individuals in respect of the qualified dependant.

Cessation of Eligibility: Eligibility ends the day an eligible individual no longer meets one of the conditions of eligibility. A client’s entitlement to the CCTB ends in the month after they cease to be an eligible individual in respect of a qualified dependant.

2. Applying for the NCB

Families who are receiving the Child Tax Benefit will not have to reapply for the Canada Child Tax Benefit, which includes the NCBS. They will automatically receive the higher cheques.

Families who are not currently receiving the Child Tax Benefit, and have not applied, will be asked to complete the RC66 *Child Tax Benefit Application* and send it to Revenue Canada.

An application must be filed for all new claimants including situations where:

- There is the birth of a qualified dependant
- The qualified dependant now lives with another caregiver
- A child becomes a qualified dependant since being released from the care of a child welfare agency.

3. Entitlement

In order to target children who would most benefit from this program; the family income is considered when CCTB’s monthly entitlement is determined. Revenue Canada uses income information from the T1 Individual Income Tax Return and/or Statement of World Income to calculate the benefit.

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The family income, not the individual income of the caregiver is the basis for determining eligibility. Therefore, an annual return must be filed by the primary caregiver and their spouse, if applicable, in order to receive the Canada Child Tax Benefit (CCTB).

Definition of Cohabiting Spouse: For the purposed of CCTB, cohabiting spouse if a person of the opposite sex who:

- Is legally married to the eligible individual, or

- Is cohabitating with the individual in a conjugal relationship and has been cohabitating in this manner throughout 12 continuous months, or
- Is cohabitating with the eligible individual in a conjugal relationship and is the natural or adoptive parent of a child of the eligible individual, and
- Is not currently living separate and apart from the eligible individual for a period of 90 days or more due to a breakdown of their marriage / common-law relationship.

The basic benefit (Child Tax Benefit – CTB) is set at \$1,020 per qualified dependant per year and adjustments are made based on the number of children, age of children and childcare expenses. Since the CCTB was designed for low income families, there is a CTB benefit reduction when family income exceeds \$25,921.

The new benefit, the NCBS is calculated as follows:

- \$605 per year for the 1st qualified dependant
- \$405 per year for the 2nd qualified dependant, and
- \$330 per year for the 3rd and each subsequent qualified dependant

The NCBS portion of the CCTB is reduced after \$20,921 family income and once the family income reaches \$25,921, there is no entitlement for the NCBS

Sometimes families may receive an amount different from the amount they are **entitled** to receive. A family may receive an amount higher than they are entitled to receive that month when they receive a retroactive lump sum payment covering previous months. A family may receive an amount lower than they are entitled to receive if the federal government is recovering money from the client’s NCBS to cover a debt or federal overpayment. An amount higher or lower than the entitlement is called the **actual** amount.

The amount counted as a financial resource is the **higher** of the **entitlement** amount or the **actual** amount.

When a large lump-sum retroactive payment makes a family ineligible for basic assistance, the amount may be pro-rated over a specified period of time.

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When the federal government recovers money from a client’s NCBS to cover a federal overpayment, and this creates hardship, emergency social assistance may be requested.

Families that are not receiving the NCBS because they have not filed the necessary forms with Revenue Canada or because Revenue Canada has stopped their payment, will be allowed 30 days or until the next application period, to file the necessary forms or provide the necessary information to Revenue Canada. No NCBS will be counted as a financial

resource during this period. If a family has not filed the form after 30 days, the maximum amount for each child will be counted as a financial resource.

4. Contingency Payment (Grace Period)

An eligible individual will not receive the CCTB until the appropriate return is filed by the individual and his/her cohabitating spouse. There is a grace period for those that file late, during which a contingency payment will be issued. If the client is currently receiving the CTB in June 1998, Revenue Canada will use the latest assessed return (1996 taxation year information) for a contingency payment of July.

Revenue Canada will issue a notice to the recipient advising that their return in missing and payments will be suspended beginning in August. Any contingency payment made will be recovered if the information is not provided.

5. Payout of CCTB

As you have seen, CCTB is issued on a monthly basis. This ensures that any changes to eligibility or entitlement factors are reflected immediately. Normally, if the CCTB factors remain unchanged during a benefit year, the total entitlement of the CCTB is divided equally over 12 months. The client should get the cheques on or about the 20th of each month. A CCTB entitlement of less than \$2 is not issued. If the monthly entitlement is less than \$10, one cheque will be issued in July. If the CCTB entitlement for two or more months in a row is less than \$10, the benefit for those months is paid in a lump sum.

If an adjustment to the CCTB occurs and the result is a monthly CCTB entitlement of less than \$10 for each month remaining in the benefit year, the remainder is issued as one cheque in the following month.

6. Adjustments

No adjustments will be made to correct amounts counted as a financial resource for previous months. In the event that this creates undue hardship, emergency social assistance may be requested.

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7. Notices

A notice is issued to every entitled individual at the beginning of each new benefit year in July. This provides an explanation of the calculation of benefits for the next 12 months. Please see the Appendix for sample CCTB notices.

Clients in B.C. will receive an integrated provincial/territorial entitlement. Those who receive cheques will be provided with a breakdown of the payment CTB, NCBS, and the provincial component. Clients in Yukon who receive a cheque will receive a notice with

the breakdown between CTB and NCBS. It is the NCBS portion that will be used as income for the purposes of Social Assistance. Cheques delivered throughout the year will NOT have a stub that breaks down the two portions of the payment, therefore, encouraging clients to retain their notices is very important and will save time. Social Assistance Administrators are encouraged to keep a copy of social assistance clients' Notice on file. Also, ask clients to bring in any additional notices they receive throughout the year.

Clients on direct deposit or in receipt of CCTB only (no NCBS) will not receive any further documentation (notices) during the benefit year unless one of the following occurs:

- a change to the family net taxable income for the base year
- birth of a child
- death of a child
- change of primary caregiver
- an individual ceases to reside in Canada
- an election to change marital status is made by a client to report
 - marriage in the year
 - marital breakdown; or
 - death of a spouse.

8. Change to Marital Status

If a client wants to have their CCTB recalculated due to a change in marital status, the administrator should advise them to write to Revenue Canada. The client must provide: name, social insurance number, date of birth, address, new marital status, and the date of change in marital status. The client should also provide name, address and social insurance number of spouse.

If the client changes marital status from unmarried to married or common-law, both the client and the spouse must sign the letter. The client can also file this change by completing form RC65 *Election to Change Marital Status* and mailing it to Revenue Canada. A new application for the benefit indicating change in marital status is also acceptable.

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9. Children's Special Allowance

Children's Special Allowance is paid to a government Department, agency or institution that has taken on the responsibility of caring for a child. Effective July 1998, the Children's Special Allowance Program will be increased from \$85 per month to \$135.42 per month. The child must be eligible in order for the agency to receive the payment. It is the decision of the agency or institution as to whether the allowance is paid directly to

the caregiver in the case of foster parents, for example or held back by the agency to contribute to the overall cost of care.

10. Care Outside of the Parental Home (COPH)

First Nations social assistance administrators may telephone the Revenue Canada coordinator to end care over the telephone in the cases of Care Outside Parental Home (COPH). For these cases, the child must be in the care of the new caregiver for a period of more than two consecutive months. The number to do this is the same as the one below for cross-checking NCB financial information:

1-800-959-2076

Yukon First Nations are connected to Ontario through the 1-800 number, so consider the 3-hour time difference. B.C. First Nations connect to Surrey, B.C.

First Nations social assistance administrators will want to ensure that children residing outside of their parental homes are quickly reported to Revenue Canada so:

- That CCTB adjustments can be made promptly if the new caregiver is receiving social assistance on behalf of the child; and
- That the child is receiving all the income supports for which they are eligible.

11. Procedure for Ending Care

Before calling Revenue Canada, the First Nation social assistance administrator must have the new caregiver fill out the form to end care in the cases of COPH. This is *Form 4- Consent Form – Care Outside of the Parental Home* (for change of custody related to Child Tax Benefit payments and integrated provincial payment if applicable).

Before the Revenue Canada takes the steps to end care, they will verify the PIN number, name and First Nation name. Once the identity of the caller is confirmed, the coordinator can commence the process to end care by requesting the following information:

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- Full name and SIN number of the previous caregiver
- Full name of the child(ren) and their date(s) of birth
- Date that the child(ren) were no longer in the care of the previous caregiver;
- Date that the new caregiver became the primary caregiver;
- Approximate period of time that the child will be in the care of the new caregiver (must be in the care of the new caregiver for at least two consecutive months),
- Full name and SIN number of the new caregiver

- Full name and SIN number of the spouse, if applicable.

The new caregiver also has to complete a Child Tax Benefit Application form. The basic filing requirements for the CCTB applications will be maintained for these new applicants and eligibility and entitlement handled through existing CCTB process.

When a First Nation social assistance administrator has called Revenue Canada to request the end of care outside the parental home, the follow-up procedure is:

- Send the application for the new caregiver and make sure “COPH” and the First Nation name is written at the top of page 1 of the CCTB application. This will ensure it is processed on a priority basis.
- In order to have application sent to the right Taxation Centre, First Nation social assistance administrators are to request the taxation address from the Revenue Canada Coordinator.
- If a First Nation social assistance administrator has not previously called to advise Revenue Canada to end care and the new caregiver has submitted an application for benefits; a letter of explanation from the First Nation social assistance administrator is required.

When the children return to the parental home, the process is carried out in reverse, with less information required.

12. Roles and Responsibilities

The First Nation social assistance administrator is responsible for administering any changes to the social assistance program. In this case, including the NCBS in the calculation of family income for the purposes of determining social assistance entitlement. In addition, you may be asked to answer basic client questions on the CCTB that arise from changes in social assistance payments.

Revenue Canada responds to telephone and written questions.

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Revenue Canada also provides clients with general Canada Child Tax Benefit (CCTB) information and answer specific questions about accounts, lost cheques, redetermination of entitlement and recovery of overpayments.

Revenue Canada CCTB information is available locally at **667-8154** (1-800-959-8281). And long distance calls can be made to the following 1-800 numbers:

Visually impaired persons can get information by calling Revenue Canada at:

1-800-267-1267

Clients who are deaf or hard of hearing can use a Teletypewriter (TTY) to call Revenue Canada's general TTY line at:

1-800-665-0345

13. Overpayments / Underpayments

In most cases, Revenue Canada will withhold 50% of a client's monthly entitlement to apply to an overpayment. When it is determined that additional entitlement is owed to the client, the overpayment will be issued in one lump sum with the next monthly CCTB payment.

14. Revenue Canada 1-800 Number for First Nations

A 1-800 number is being established by Revenue Canada to facilitate DIAND / First Nations Administrators of the new National Child Tax Benefit System. There will be a coordinator in Ontario or Surrey, B.C. who will respond to specific inquiries from First Nation social assistance administrators. The information passed over the 1-800 line is for First Nations and is very specific (it is not a general inquiry line) and subject to rigorous privacy and confidentiality guidelines due to the private and sensitive nature of the financial information provided.

The Revenue Canada 1-800 number is to be an extra tool to assist First Nation's social assistance administrators. It is not to be used as the first stop in gathering the information required for adjusting social assistance payments under the NCB system. The first and best source of information is the notice sent to clients in July.

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The number to cross-check NCB related information with Revenue Canada is:

1-800-959-2076

15. Personal Identification Number

First Nation Social Assistance administrators will be provided with a Personal Identification Number (PIN). This PIN number will be distributed by the regional DIAND office. The PIN number must be protected in order to ensure privacy and

confidentiality of client information. The PIN will be verified before Revenue Canada discloses any information. Revenue Canada will only provide NCBS related information to the social assistance administrator or back-up individual listed with the PIN. When staff turnover occurs, an application has to be made in writing to Revenue Canada to request that the PIN be re-assigned or changed.

16. Consent Forms

First Nation clients will have to sign a consent form which provides social assistance administrators the authority to disclose as much client information as necessary in order to facilitate the disclosure of NCBS related information by Revenue Canada. For First Nations in the Yukon, the form is named *Consent Form* (NCB Form 1). This form must be signed before a 1-800 call is made but does not have to be sent to Revenue Canada but must be kept on file.

17. Confidentiality

Legislation is in place in order to ensure the confidentiality and privacy of CCTB client information. However, this confidentiality must be balanced against the need to ensure the efficient delivery of social programs to clients. In order to achieve this, legislation also authorizes the communication of information in special circumstances. In such special circumstances is related to NCBS and allows client information to be used solely for calculating the appropriate social assistance reduction. This information should be protected and only used for this purpose.

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Forms:

NCB Forms:

Transition to the National Child Benefit (permission for disclosure of information)

Consent Form (NCB Form 1)

Consent Form for Release of British Columbia (BC) Family Bonus Payment Information

Revenue Canada Forms:

Child Tax Benefit Application (Revenue Canada RC66)

Individual Income Tax Return (Revenue Canada T1)

Election to Change Marital Status (Revenue Canada RC65)

Yukon Regional Office Form:

NCB Savings Tracking Form

Appendix:

CCTB Sample Notices – Yukon
- B.C.

SECTION F: Basic Needs Benefits	SUBJECT: Food	F.1 Page 1 of 1
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F: BASIC NEEDS BENEFITS

F.1 Food

Policy

A basic food allowance will be included in the standard benefits issued to all applicants qualifying for social assistance.

Total amounts for each unit on a monthly, semi-monthly and weekly basis are as follows:

Dawson			
UNIT	MONTHLY	WEEKLY	SEMI-MONTHLY
1	175	43.75	87.50
2	350	87.50	175.00
3	525	131.25	262.50
4	700	175.00	350.00
5	875	218.75	437.50
6	1,049	262.25	524.50
7	1,224	306.00	612.00
8	1,399	349.75	699.50
9	1,574	393.50	787.00
10	1,749	437.25	874.50

For each additional unit after Unit 10, add \$175.00 per month.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Food: Special Food Allowance (Diet)	F.2 Page 1 of 1
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F.2 Food: Special Food Allowance (Diet)

Policy

On the recommendation of a physician, an additional food allowance may be provided to applicants qualifying for Social Assistance who require a special diet.

Guidelines

1. There must be confirmation in writing by a doctor, or a public health nurse where a physician is not available, that the applicant is in need of a special food allowance. The physician or public health nurse must specify the nature and duration of the special diet.
2. On receipt of medical confirmation, the Issuing Officer may provide up to \$28 a month special food allowance for a period of a maximum of 12 months at which time a mandatory review is required.
3. An applicant for Social Assistance who has recently given birth to a child may be eligible for this allowance. There must be confirmation by her doctor for the special dietary needs of herself and the child. The allowance will only be granted during the period the mother is eligible for Social Assistance and can only be granted for a period up to six months commencing at the birth of the child. An applicant, for example, who gave birth four months previously would be eligible for two months of this allowance.
4. Special formulas such as SMA, Similac, Soyalac and Enfalac are not considered prescription drugs. Social assistance recipients can apply for special baby formula.
5. If an infant requires a special formula or special diet confirmed by a public health nurse or a physician, the cost in excess of the basic food allowance shall be provided as a supplementary need.
6. The provision of the dietary allowance to the applicant shall be reviewed by the Issuing Officer on a regular and as required basis.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Shelter	F.3 Page 1 of 3
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F.3 Shelter

Policy

A rental allowance may be provided to applicants for social assistance benefits, based on the actual cost up to a maximum of the following amounts according to family size:

UNIT	MONTHLY AMOUNTS
1	390
2	525
3	625
4+	640

Guidelines

1. All applicants requesting a rental allowance must have the Rental Report of Landlord form completed and signed by the owner or landlord of the rental property and the form will be placed on the applicant's file.
2. If the applicant is living in Tr'ondek Hwech'in housing and being charged rent, the social assistance benefit can include the rent up to the maximum allowable according to family size. The Tr'ondek Hwech'in must, however, have a policy in place, which ensures rent is charged on all First Nation housing including those houses rented to individuals not receiving social assistance.
3. If the owner of the rental property is unavailable, an allowance may be issued keeping in mind the total rent and utilities on the property. Verification is required by providing lease agreement or rent receipt. The applicant will be required to contact the owner before next month's assistance is issued and have the Rental Report of Landlord form completed.
4. The Issuing Officer should verify all information prior to providing any rental allowance.
5. Where two or more people or families share a common dwelling but are not sharing their income and household responsibilities as in a marriage, the Issuing Officer will divide the actual shelter costs by the number of people or families occupying the common dwelling.

SECTION F: Basic Needs Benefits	SUBJECT: Shelter	F.3 Page 2 of 3
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6. A non-resident or transient will receive a reduced shelter allowance as set out in the Manual. Where a hostel exists, a transient will be referred to the hostel.
7. Foster children are not to be used to determine family size for shelter ceilings as the costs are covered by the foster payments.
8. When the applicant's child(ren) are apprehended by Child Welfare, the child(ren) may continue to be included in the determination of the family size until the Court makes a decision. If the Court decides that the child is not to be returned home, the shelter allowance will be adjusted accordingly.
9. Where a family is to be reunited through the return of wards or children under custody by agreement, the number of children may be used to determine the shelter ceiling up to a maximum of 3 months before they return to the parents. A memo of explanation and recommendation is required from the child(ren)'s social worker.
10. When fuel and utilities are included in the cost of rent, the fuel and utilities allowances and the shelter allowance may be combined as set out in Policy F.6, Fuel and Utilities.
11. When 'last months rent' is required and the applicant is unable to pay it from their own resources, the last months rent which is not to exceed the shelter rate may be advanced under an Agreement to Repay.
12. The Administering Authority is not party to a lease or any rental arrangements between landlord and tenant and the Administering Authority will not accept liability for non-payment of rent or for any damage done by an applicant to rented accommodations.
13. Direct payment to landlords may be made by the Issuing Officer when the applicant is unable to manage their benefits or when the applicant requests that the payment be made directly because failure to do so will not secure or maintain the premise for the applicant.
14. If an Issuing Officer is making an inquiry about a vacancy on behalf of an applicant or is otherwise discussing policy with a landlord, the Issuing Officer should not lead the landlord to believe that the Administering Authority is renting on behalf of the applicant or indicate that the Administering Authority assumes any liability for the applicant.

SECTION F: Basic Needs Benefits	SUBJECT: Shelter	F.3 Page 3 of 3
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15. The shelter rate issued to the applicant must be adjusted whenever the number of adults and dependents in the household changes.
16. If the applicant has paid only a portion of the shelter cost, the remaining allowable shelter cost may be paid up to the maximum entitlement.
17. In the application, the shelter allowance is to be pro-rated to include only those days remaining in the month.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Shelter Allowance for Home Owners	F.4 Page 1 of 1
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F.4 Shelter Allowance for Home Owners

Policy

1. Where an applicant owns their own home, an allowance will be provided which is sufficient to cover current taxes, fire insurance and other assessments, prorated on a monthly basis, provided that the total shelter allowance is not in excess of the shelter allowance which would otherwise be provided.
2. Where an applicant is buying his or her own home, an allowance may be provided. The allowance may be sufficient to cover current taxes, interest on a mortgage, fire insurance and other assessments, prorated monthly. The total allowance for these items must not exceed the shelter allowance, which would otherwise, be provided.
3. An applicant that is buying their own home may wish to make payments on both interest and principal portions of the mortgage. In this case, an allowance may be provided to cover the costs of the principal portion of a mortgage if the applicant signs an Agreement to Repay. The entire amount covered by the Agreement to Repay must be repaid if and when the mortgage is transferred or renewed, or in the case that the house is transferred or sold.

Guidelines

1. The applicant must provide a statement from the bank showing the mortgage payment breakdown of principal, interest, and taxes.
2. An increase to the shelter allowance for an applicant re-mortgaging their home shall be paid only where the re-mortgaging is necessary because of the expiration of the term of the mortgage or the Director (or delegate) gives prior authorization for re-mortgaging.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Shelter Payments while in Treatment	F.5 Page 1 of 1
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F.5 Shelter Payments while in Treatment

Policy

A rental allowance up to a maximum of three months may be provided for an applicant attending a residential treatment program upon prior approval of the Director (or delegate).

Guidelines

1. Under normal circumstance, a rental allowance would be provided for an applicant for the actual cost up to a maximum amount only if the applicant resided in the rental property. However, the Administering Authority does not want to create any barriers for applicants attempting to become self-sufficient through a residential treatment program. Hence, a rental allowance may be provided for up to 3 months while the applicant is in treatment.
2. The applicant must request approval for this allowance in advance of entering treatment. The treatment program must be a recognized, approved program, which will enhance the applicant's opportunity to become self-sufficient.
3. In all situations, the Issuing Officer should accept the least expensive, most reasonable option.
4. Approval for this payment must be requested in advance by the Issuing Officer from the Director (or delegate).

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Fuel and Utilities	F.6 Page 1 of 2
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F.6 Fuel and Utilities

Policy

1. An allowance will be provided for the actual cost of fuel and utilities to the following maximum amount each month:

AREA: Dawson			
UNIT	June – Sept.	Oct., April, May	Nov. – March
1	\$225	\$275	\$325
2	250	300	350
3	275	325	375
4	300	350	400
5	325	375	425
6	350	400	450
7	375	425	475
8	400	450	500
9	425	475	525
10	450	500	550

2. When fuel and utilities are included in the cost of rent, the fuel and utilities allowance and the rental allowance may be combined.
3. Allowance for fuel and utilities may be paid up to three months in advance, for example, if an applicant wishes to order three cords of wood in the fall or winter, or the minimum amount that will be delivered by fuel companies.

Guidelines

1. Fuel and utility costs shall include only the following:
 - the cost of heating fuel for the applicant's home
 - the cost of fuel for cooking meals
 - the cost of water required for the applicant's home
 - hydro required for the applicant's home
 - garbage disposal provided by a company on a regular weekly or bi-weekly basis
 - gas/diesel for generator

SECTION F: Basic Needs Benefits	SUBJECT: Fuel and Utilities	F.6 Page 2 of 2
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2. In all instances, the allowance will be applied to the least expensive and most appropriate option.
3. Applicants should be encouraged where possible to have their utilities averaged through an equalization plan. Averaging accounts will have an annual adjustment to ensure that payments are in line with costs. These adjustments must be taken into account.
4. When bulk purchases are authorized (propane, heating, oil), the cost may be averaged over a three month period. The amount combined with other utilities must not exceed the monthly ceiling rate.
5. For security deposits and arrears for Yukon Energy Corporation, see Policy F.7, Fuel and Utilities - Payment of Security Deposits and Arrears for Yukon Energy Corporation
6. If the cost of fuel/utilities exceeds the maximum or if there is risk to health or safety, the applicant's may be eligible for additional assistance under Policy H.2, Emergency Social Assistance and must have the approval of the Director (or delegate).
7. Energy audits may be requested on homes where the maximum amounts are exceeded.

Approved: _____ Executive Director	 _____ Chief and Council Representative	 _____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Fuel and Utilities: Payment of Security Deposits & Arrears for YEC	F.7 Page 1 of 2
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F.7 Fuel and Utilities: Payment of Security Deposits and Arrears for Yukon Energy Corporation (YEC)

Objective

The purpose of this policy is to clarify under what circumstance social assistance funds may be provided for security deposits and arrears for Yukon Energy Corporation (YEC).

Policy

This policy provides that arrears of utilities accumulated prior to application for assistance may be paid only if the health and safety of the applicant or family are threatened and if this failure to pay was due to the lack of resources. Only the minimum amount to ensure continuation of service shall be allowed.

Guidelines

1. Occasionally, applicants for social assistance are faced with a notice from YEC for an immediate payment of arrears of electrical bills or their power will be cut off. YEC also has a policy of asking residents who are new to the Territory or who have no visible means of support to provide them with three month's security deposit. In some instances (in the winter for example), this security deposit can amount to \$500.00 or more. This may produce a situation where an applicant is facing a health or safety risk to their family or may be facing deprivation of an essential service.
2. YEC may require payment of (backbills) arrears for new or returning residents prior to providing utility service to a home or residents may face an immediate disconnect if arrears are not paid immediately
3. In determining whether arrears should be paid, it is first necessary to determine whether an applicant is eligible for social assistance benefits. If an applicant is not eligible for social assistance benefits, then the applicant should be referred to YEC to make their own financial arrangements for payment.
4. If an applicant is not eligible for social assistance benefits but the electrical service is essential because the non-payment of the arrears creates a risk to health and safety and the applicant cannot make the payment, then payment under Policy H. 2, Emergency Social Assistance may be applied and the amounts recovered through an Agreement To Repay.

SECTION F: Basic Needs Benefits	SUBJECT: Fuel and Utilities: Payment of Security Deposits & Arrears for YEC	F.7 Page 2 of 2
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5. If the applicant is eligible for social assistance benefits and the lack of electrical service may present a health or safety risk to the applicant or their family, then the arrears may be paid as set out in this policy and recovered as soon as possible.
6. Any arrears of less than \$100.00 will be treated as an advance paid immediately by the Issuing Officer and this amount will be recovered from the applicant in total at the first opportunity.
7. Amounts of \$100.00 or more, will be pro-rated over the next six months and paid directly by the Issuing Officer in conjunction with the applicant's regular monthly electrical bill (for example, debt of \$660.00 pro-rated over six months = \$110.00 per month) and recovered from the monthly budget.

Procedures

1. When a social assistance applicant presents a situation where they are required to provide a security deposit or payment of arrears to YEC, this policy and procedure should clearly be explained to them.
2. In the first instance, the Issuing Officer should determine with the applicant their ability to pay this deposit or debt. Where this debt was incurred while the applicant was in receipt of social assistance benefits, it is important to clarify why the bills were not being paid and if there is a potential fraud situation.
3. All payment of arrears will be paid in accordance with this policy and be treated as advances and recovered from the budget.

Approved: _____ Executive Director	 _____ Chief and Council Representative	 _____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Adult Student Allowance	F.8 Page 1 of 1
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F.8 Adult Student Allowance

Policy

An allowance of \$50.00 per month may be provided to adult students attending school full-time.

Guidelines

1. Applicants must otherwise qualify for social assistance benefits.
2. The applicants must be 19 years of age or older attending a recognized school or program for a minimum of 30 hours per week in order to be eligible for this allowance.
3. Any provision for such an allowance must be reassessed by the Issuing Officer on a monthly basis.
4. If the Issuing Officer has any doubt about a particular situation or about a particular program or school, they should request a ruling from the Director (or delegate).
5. This allowance must be deducted from the education or training allowance as a “less authorized expenditure”.
6. Applicants must be living in the Yukon in order to be eligible to receive the allowance.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Benefits while Attending Substance Abuse Treatment Centre	F.9 Page 1 of 1
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F.9 Benefits while Attending Substance Abuse Treatment Centre

Objective

To provide guidelines for determining eligibility for social assistance benefits for persons entering treatment at an approved substance abuse treatment centre. An approved centre is one where NNADAP or Yukon Government Alcohol and Drug Services generally pay the per diem costs.

Policy

The Issuing Officer may take applications for social assistance from individuals wishing to enter an approved substance abuse treatment centre. Applicants who are eligible may receive incidentals and clothing in accordance with the rates set out in the Manual.

Procedures

1. A new application for social assistance may be taken from persons entering an approved treatment program according to the Manual. Routine intake procedures are followed. For existing recipients, eligibility may be continued.
2. The Issuing Officer confirms with the treatment centre that the applicant is entering the treatment program.
3. If the applicant is entering the treatment program, they are eligible for social assistance for the program.
4. The issuing officer may authorize incidentals and clothing for the period that the individual is in treatment in accordance with rates set out in the Manual.
5. Rent may be paid for the applicant while in treatment, in accordance with Policy F.5, Shelter Payments While in Treatment.
6. A portion of Social assistance (i.e. food, clothing, etc.) can be provided to caregiver / babysitter in the case of children or other dependants that require support during the time that a client is attending substance abuse treatment.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Board and Room	F.10 Page 1 of 1
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F.10 Board and Room

Policy

An allowance for Board and Room may be included in the standard benefits issued to applicants qualifying for Social Assistance.

The maximum amount for a single person that may be paid for Board and Room is:

\$ 390.00 per month

Guidelines

1. The applicant will have the Head of Household who is providing Board (food) and Room (living space) complete the Rental Report of Landlord form as part of the eligibility determination process.
2. To remain eligible for the Board and Room allowance, applicants must bring the Issuing Officer a receipt each month for the cost of the Board and Room signed by the Head of Household providing the service.
3. If the applicant is staying at the home of a recipient of social assistance, the recipient providing the room and board must declare it as income.
4. Laundry is not included in Board and Room payments.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION F: Basic Needs Benefits	SUBJECT: Clothing	F.11 Page 1 of 1
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F.11 Clothing

Policy

The standard benefits issued to all applicants qualifying for social assistance includes a monthly clothing allowance of:

- \$29.00 for each member of the applicant's family ages 0 to 13 years; and
- \$56.00 for each member ages 14 years and above.

Guidelines

1. At the time of application, the Issuing Officer will ensure the monthly clothing allowance is included in the standard benefits provided. This amount will be updated as each child reaches the age of 14 years.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Health Benefits: Basic	F.12 Page 1 of 2
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F.12 Health Benefits: Basic

Objective

The purpose of this policy is to clarify what health services can be authorized under the Social Assistance program for Tr’ondek Hwech’in citizens.

Policy

An allowance may be provided for URGENT and necessary health services which means medical, surgical, obstetrical, optical, dental and nursing services, and includes drugs, dressings, prosthetic appliances, and any other health service or supplementary items for TH citizens. The Director (or delegate) may establish the rates for health services but the rates may not exceed the applicant’s need.

Guidelines

1. Status Indians (under the Indian Act) receive health care benefits from the territorial health care plans and the Non-Insured Health Benefits Program (NIHB) of Health Canada.
2. As social assistance is the payer of last resort, the applicant must access all financial resources prior to receiving benefits under the social assistance program. This would include accessing benefits under the YHCIP, private health care plans , or NIHB
3. Applicants must otherwise qualify for social assistance or transitional benefits.
4. Health services under this section must be “urgent” and “necessary” not just desirable. As such, any request must be accompanied by a written referral from an appropriate authorized health practitioner, for example, a prescription or letter from a physician.
5. The emphasis in determining eligibility is the immediate treatment of an acute condition or the removal of pain and discomfort.
6. Expenditures should be for the least expensive and most reasonable option available.

SECTION F: Basic Needs Benefits	SUBJECT: Health Benefits: Basic	F.12 Page 2 of 2
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7. Emergency dental services to alleviate pain and discomfort may be covered under this policy. These include only:

- Emergency oral exam;
- X-rays as necessary;
- Extractions of symptomatic teeth;
- Temporary restoration of symptomatic teeth; and
- Amalgam fillings.

Procedure

All requests for expenditures for health services in excess of \$125.00 must be authorized in advance by the Director (or delegate).

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Health Benefits: Medically Necessary Travel	F.13 Page 1 of 2
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F.13 Health Benefits: Medically Necessary Travel

Objective

The purpose of this policy is to clarify what additional benefits may be authorized under the Social Assistance program for medically necessary travel for TH citizens.

Policy

An allowance may be provided for food and accommodation for medically necessary travel. Any amount paid must be authorized in advance by the Director (or delegate) and based upon the applicant's need.

Guidelines

1. Registered Indians (Status) receive health care benefits from the territorial health care plans and the Non-Insured Health Benefits Program (NIHB) of Health Canada.
2. As social assistance is the payer of last resort, it is the responsibility of the applicant to access all financial resources prior to receiving benefits under the social assistance program.
3. Applicants must otherwise qualify for social assistance benefits.
4. The allowance for food will be at the approved \$30.00 per day travel rate and accommodation at the actual cost for reasonable inexpensive accommodation.
5. The least expensive and most reasonable option should be utilized.

Procedure

All requests for expenditures for health services in excess of \$125.00 must be authorized in advance by the Director (or delegate).

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Incidental Allowance	F.14 Page 1 of 1
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F.14 Incidental Allowance

Policy

To provide a monthly allowance to cover incidentals essential to personal care and to maintain a household for all applicants qualifying for social assistance.

The amounts are as follows:

UNIT	MONTHLY AMOUNT
1	\$45
2+	129

Guideline

1. At the time of application, the Issuing Officer will ensure the monthly incidental allowance is included in the standard benefits according to the number of people in the family and the area of residence.

Approved: _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION F: Basic Needs Benefits	SUBJECT: Permanent Labour Force Exclusion Allowance	F.15 Page 1 of 2
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F.15 Permanent Labour Force Exclusion Allowance

Objective

To establish clear guidelines and procedures for providing the Permanent Labour Force Exclusion Allowance which is equivalent to the Territorial Supplementary Allowance (TSA) to qualified applicants.

Policy

Any applicant who is:

- over the age of 19 years but who has not reached the age of eligibility for Old Age Security (OAS) and who has been certified to be totally unemployable by reason of age, chronic disease or illness, physical or mental impairment or any other form of incapacity which permanently excludes them from the labour force, or
- in receipt of Old Age Security (OAS) or has reached the age of eligibility for Old Age Security

is deemed to be a permanent exclusion from the labour force and is eligible to apply for the Permanent Labour Force Exclusion Allowance.

Guidelines

1. In order to be eligible for the Permanent Labour Force Exclusion Allowance, an applicant must first be in receipt of social assistance.
2. Any social assistance applicant who has reached the age of 65 or who is eligible to apply for Old Age Security will qualify for the Permanent Labour Force Exclusion Allowance.
3. Any social assistance applicant, over the age of 19 years, may qualify for the Permanent Labour Force Exclusion Allowance, if they are permanently and totally unemployable by reason of age, chronic disease or illness, physical or mental impairment or any other form of incapacity which permanently excludes him/her from the labour work force, and they have been approved in accordance with the procedures set out below.

SECTION F: Basic Needs Benefits	SUBJECT: Permanent Labour Force Exclusion Allowance	F.15 Page 2 of 2
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4. The rates for the Allowance are:

- \$125.00 per person month
- where a married couple are both in receipt of the guaranteed income supplement, only one person will be eligible for the \$125.00 per month allowance.

Procedures

1. Where an individual is receiving social assistance and is over 65 years of age or in receipt of Old Age Security, the Issuing Officer may add the Permanent Labour Force Exclusion Allowance to their budget according to the Manual.
2. In all instances where an individual receiving social assistance has a disability to the extent that they might be permanently unable to seek employment, the applicant should have the Medical Form completed by their family doctor.
3. Once completed, the Medical Form should be returned directly to the Issuing Officer.

Approved: _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Eligibility for Supplementary Needs	G.1 Page 1 of 1
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G: SUPPLEMENTARY NEEDS BENEFITS

G.1 Eligibility for Supplementary Needs Benefits

Policy

An allowance for items of supplementary need may be granted in accordance with the Manual to applicants who have been receiving Section F: Basic Needs Benefits for a minimum of six consecutive months.

Guideline

1. All requests for Supplementary Needs over \$125 must be approved in advance by the Director (or delegate).

Procedures

1. A Supplementary Needs Allowance Authority form shall be completed and, where appropriate, estimates should be requested.
2. All documented requests must receive prior approval of the Director (or delegate).
3. The Director (or delegate) will base decisions on information submitted. The submission will contain the Issuing Officer's assessment of the need, recommendation and reasons for the recommendation.
4. If such urgent action must be taken, the Issuing Officer shall ensure that eligibility requirements are met and should contact the Director (or delegate)'s office. The Supplementary Needs Allowance Authority form is submitted to the Director (or delegate) at the earliest opportunity for review.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Burial Expenses	G.2 Page 1 of 2
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G.2 Burial Expenses

Policy

For a person whose estate is insufficient to cover the costs of their burial, the necessary costs for professional services related to burial or cremation and the cost of a basic casket, will be paid by the Tr'ondek Hwech'in directly out of the Basic Needs budget.

In addition, the Issuing Officer may authorize payment for the burial plot as a Supplementary Needs Benefit.

Guidelines

1. Fees for professional services and a basic lined box when Visitation is requested are set at a maximum rate and provided directly by the Tr'ondek Hwech'in.
2. Maximum costs for the burial plot are set by the local municipal authority and may be covered by the Supplementary Needs Benefits.
3. The fees should cover a modest, respectful burial or cremation in the most cost-effective means available.
4. The Social Assistance Program will not cover any enhanced services or upgraded casket requested by family or friends of the deceased.
5. The Issuing Officer must believe that the estate has insufficient funds to cover the costs of the burial.

Procedures

1. Payment may be made only for services that have prior approval of the Director (or delegate).
2. The body of a Registered Status Indian person who dies outside the Yukon Region will not be repatriated at public expense. If relatives want to have the body returned, the cost of return transportation will be the responsibility of the relatives.

SECTION G: Supplementary Needs Benefit	SUBJECT: Burial Expenses	G.2 Page 2 of 2
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3. The Issuing Officer may not pay for basic services beyond the rates approved by the Director (or delegate) nor may the Issuing Officer contribute an equivalent sum for a more expensive funeral.
4. The first charge against the estate of any deceased person is the funeral costs covered by the social assistance program.
5. The Issuing Officer will immediately notify the Department's Estate Officer for inclusion of the funeral expenses as a liability against the estate assets. Should funds subsequently become available from the estate the Issuing Officer will arrange with the Estate Officer for the reimbursement of the social assistance program for funeral and burial expenses to the extent proceeds from the estate permit.
6. Where the deceased was in receipt of Old Age Security at the time of death, it is the responsibility of the Estates Officer to make a claim for the final Old Age Security cheque with Income Security Division, Health and Welfare Canada. The cheque is to be used to contribute toward all or a part of the funeral and burial expenses.
7. The Estates Officer will similarly make a claim under the Canada Pension Plan if the deceased was eligible for the plan's Death Benefit.
8. In the event that clarification is required, the Issuing Officer should consult with the Director (or delegate).
9. In cases where the Yukon Government Chief Coroner orders an autopsy, all transportation costs are payable by the Yukon Government Justice Department Chief Coroner's Office.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Child Care	G.3 Page 1 of 2
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G.3 Child Care

Policy

If the cost of child care is not payable under the Child Care Subsidy Program an allowance may be provided:

For full-time childcare and half-time child care, at the same rate as is established under the Child Care Subsidy Program.

For less than half-time child care at the rate of \$3. per hour. If the child care is not available to the applicant at this rate, then an allowance up to actual cost may be provided, subject to prior approval by the Director (or delegate).

An allowance for babysitting of \$6. per day may be provided to applicants who have confirmed interviews for employment or who have engaged in educational training or social rehabilitation programs.

Guidelines

1. The Child Care Subsidy Program will be the primary financial resource for all child care services provided by licensed day care centres or licensed family day homes.
2. Social assistance funds will not be used to pay for child care services provided by licensed facilities to applicants eligible under the Child Care Subsidy Program, with the exception of facility costs exceeding the maximum child care subsidy rate.
3. Under special circumstances where licensed facilities are not available, or child care services are not payable under the Child Care Subsidy Program, a child care allowance may be granted to social assistance recipients:
 - for full-time and half-time childcare, an allowance may be granted at the same rate established by the Child Care Subsidy Program.
 - for less than half-time childcare, an allowance of \$3. per hour per child may be granted.
 - if childcare is not available to the applicant at the set rate and for applicant's with supplementary needs, an allowance up to actual cost may be provided with the approval of the Director (or delegate).

SECTION G: Supplementary Needs Benefit	SUBJECT: Child Care	G.3 Page 2 of 2
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4. Under no circumstances are social assistance funds to be used to provide a child care allowance to a family day home which is required by law to have a license and is not licensed.

Procedures

1. All social assistance recipients who use licensed day care centres and licensed family day-homes should be directed to make application to the Child Care Subsidy Program. (contact numbers 403-667-3492 or out-of-town at 1-800-661-0408)
2. Where an applicant has their child(ren) placed in an unlicensed family day-home, they should be encouraged to place their child(ren) in a licensed facility and apply to the Child Care Subsidy Program.
3. For childcare costs above the maximum child care subsidy rates, the Issuing Officer shall issue an allowance to cover the additional fee charged by the licensed facility upon submission of receipt.

Note: The Yukon Government Child Care Act, Section 7 states that family day homes must be licensed if they have:

- *more than 4 infants;*
- *more than 6 pre-school children where not more than 3 are infants;*
- *more than 8 pre-school children where none are infants including their own children.*

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Christmas Allowance	G.4 Page 1 of 1
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G.4 Christmas Allowance

Policy

An allowance for Christmas up to \$30 per person will be provided to people who are eligible for social assistance in the month of December.

Guideline

1. To be eligible for this allowance, applicants must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs (see Policy G. 1.).

Procedure

The Issuing Officer will issue an additional \$30 per person on December's budget.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Education Expenses	G.5 Page 1 of 1
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G.5 Education Expenses

Policy

All Tr’ondek Hwech’in students must apply to the Community Education Liaison Coordinator (CELC) for an educational allowance. If, for any reason, a child is not eligible for an allowance from the CELC, an allowance for school supplies may be provided from Supplementary Needs Benefits.

The allowance is to cover expenses of students such as transportation, school supplies, school activity fees, textbooks, locker fees, and gymnasium clothing.

- to an annual maximum of \$50.00 per student in grades K to 5
- to an annual maximum of \$65.00 per student in grades 6 to 12

Guidelines

1. The Issuing Officer will ensure that applicant's children who are not eligible for the education allowance from the CELC receive this allowance at the beginning of the school year.
2. Applicants must otherwise qualify for social assistance benefits and must meet the eligibility requirements for Supplementary Needs under Policy G. 1., Eligibility for Supplementary Needs.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION G: Supplementary Needs Benefit	SUBJECT: Household Equipment, Furnishings and Supplies	G.6 Page 1 of 2
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G.6 Household Equipment, Furnishings and Supplies

Policy

If the applicant is operating a household, provision may be made for the purchase, repair or replacement of equipment and supplies for the home such as bedding, towels, dishes, utensils, essential articles of household furniture and furnishings to a maximum of \$500 in any period of 12 months.

Guidelines

1. Applicants must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs see Policy G. 1.
2. Items should be essential for the operation of a household.
3. A maximum of \$500 in any 12-month period may be authorized by the Issuing Officer if approved in advance by the Director (or delegate).
4. In case of fire or other unexpected damage or loss of property, a re-issuance of the furniture allowance may be made upon approval of the Director (or delegate).
5. Major appliances are limited to a stove, refrigerator and wringer washing machine. Costs for major appliances will only be considered if they are not provided by other programs (such as the housing programs).
6. Household furnishings is limited to the following:
 - beds and bedding
 - standard kitchen utensils
 - standard kitchen and/or dining room table and chairs
 - dressers
 - cribs
 - high chairs
7. Items which are not covered include:
 - automatic washer
 - clothes dryer
 - deep freeze (freezer)
 - television, record players, tape recorders, radios, CD players

- drapes

SECTION G: Supplementary Needs Benefit	SUBJECT: Household Equipment, Furnishings and Supplies	G.6 Page 2 of 2
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- rugs
- couch
- coffee tables and other similar items

8. In exceptional circumstances such as a disabled person and with the written recommendation of a qualified medical practitioner, other household items may be considered as supplementary needs by the Director (or delegate).

Procedures

1. Applicants must provide an itemized list and three estimates provided by local sources so that the most reasonable prices only may be covered.
2. Payment should be made by purchase order or direct payment unless there are compelling reasons to do otherwise.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION G: Supplementary Needs Benefit	SUBJECT: Household Moving Expenses	G.7 Page 1 of 1
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G.7 Household Moving Expenses

Policy

An allowance may be provided, if required, for household moving expenses when a change of residency is necessary for reasons of health or safety, or moving within the Yukon to confirmed (in writing) permanent employment.

Guidelines

1. The applicant must otherwise be eligible for social assistance benefits and meet the eligibility requirements for Supplementary Needs see Policy G. 1, Eligibility for Supplementary Needs.
2. The applicant must get prior approval for moving costs by submitting a letter of request with two estimates of the cost and who will be hired to help.
3. The applicant is required to assist in moving their household items within reason, except where health and physical barriers make it impossible for them to do so.
4. The Issuing Officer will recommend the least expensive, most reasonable option. .
5. Approval in advance by the Director (or delegate) is required.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Laundry Allowance	G.8 Page 1 of 1
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G.8 Laundry Allowance

Policy

An allowance may be provided for applicants who are unable to do their own laundry.

An allowance to a maximum of \$ 1 0 per month may be paid where an applicant is required to pay for washing machines in a commercial facility or as part of their rental or lease agreement.

Guidelines

1. The applicant must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs see Policy G. 1.
2. The Issuing Officer should normally make a home visit to verify available laundry services.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION G: Supplementary Needs Benefit	SUBJECT: Special Clothing	G.9 Page 1 of 1
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G.9 Special Clothing

Policy

Provision may be made for special clothing if not provided for in the allowance for basic clothing needs. An allowance for winter clothing may also be paid to a maximum of:

- \$125 per adult (14 years and older) per year, and
- \$75 per child (birth to 13 years) per year.

Guidelines

1. An applicant must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs see Policy G. 1, Eligibility for Supplementary Needs.
2. All requests must be approved in advance by the Director (or delegate) by means of a Supplementary Needs Allowance Authority form.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Supplementary Dental Services	G.10 Page 1 of 2
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G.10 Supplementary Dental Services

Policy

The purpose of this policy is to provide authority for expenditure of funds for a basic, essential dental service for non-Status residents of Tr'ondek Hwech'in who are recipients of social assistance.

Fees are approved by the Director (or delegate).

Guidelines

1. This policy applies to all services provided by licensed members of the provincial Dental Association and the provincial Denturist Association.
2. Applicants requesting supplementary dental services must first qualify for social assistance benefits and meet the eligibility criteria for Supplementary Needs, see Policy G. 1.
3. Emergency dental services to alleviate pain and discomfort are regarded as basic dental services. These include: (a) Emergency oral examinations, (b) X-rays, as necessary, (c) Extraction of symptomatic teeth, (d) Temporary restoration of symptomatic teeth, and (e) amalgam fillings.
4. The following dental services may be authorized for those applicants who have been in receipt of benefits for more than six months and, who are deemed exempt from the work force: (a) partial or full dentures (limited to one pair of dentures in any one year period); (b) relining of dentures; and (c) scaling, root planing, prophylaxis and hygiene services.
5. Under no circumstances will the Issuing Officer cover root canals or crown and bridge work.
6. All dental services in excess of \$125 must be approved in advance by the Director (or delegate).

SECTION G: Supplementary Needs Benefit	SUBJECT: Supplementary Dental Services	G.10 Page 2 of 2
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Procedures

1. In the event a social assistance applicant approaches the Issuing Officer about receiving dental services, this policy should be reviewed with the applicant.
2. The Issuing Officer will assess eligibility for dental services in accordance with this and other related regulations and policies.
3. Emergency dental services may be authorized for applicants who do not have the financial resources to cover these costs.
4. Any request for supplementary dental services requires a written treatment plan from the dentist or denturist indicating what services are absolutely necessary, the appropriate codes from their fees guide and an estimate of cost.
5. All services in excess of \$125 must be approved in advance by the Director (or delegate).
6. Purchase orders or vouchers for treatment may be issued to the dentist or denturist once approval is received.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION G: Supplementary Needs Benefit	SUBJECT: Supplementary Health Benefits	G.11 Page 1 of 2
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G.1 1 Supplementary Health Benefits

Objective

The purpose of this policy is to clarify what supplementary health benefits can be authorized under the social assistance program for non-Status residents of Tr'ondek Hwech'in.

Policy

An allowance may be provided for necessary but non-emergency eyeglasses, artificial eyes, hearing aids and batteries, family planning devices, items necessary for a handicapped person and other items of personal use approved by the Director (or delegate) and at rates established by the Director (or delegate). This allowance is provided only to non-Status residents living within Dawson.

Guidelines

1. The applicant must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs (see Policy G. 1.).
2. As social assistance is the payer of last resort, it is the responsibility of the applicant to access all financial resources prior to receiving benefits under the social assistance program.
3. The Issuing Officer must be satisfied that any supplementary benefits requested are absolutely necessary to the health and well-being of the applicant.
4. Any benefits must first be approved in advance by the Director (or delegate).
5. Expenditures should be the least expensive and most reasonable option available.
6. The following limits apply on optical: maximum of one eye examination and one new pair of glasses in any two year period, (maximum cost of frames \$55, lenses at actual costs with no frills) or contacts at the same rate
7. There is no provision to cover ancillary treatments such as chiropractic, private physiotherapy, acupuncture, acupressure or massage.

SECTION G: Supplementary Needs Benefit	SUBJECT: Supplementary Health Benefits	G.11 Page 2 of 2
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Procedures

1. In the event a social assistance applicant approaches the Issuing Officer about receiving non-emergency health services, this policy should be reviewed with the applicant.
2. The Issuing Officer will assess eligibility for health services in accord with this and other related regulations and policies.
3. Any request for supplementary health services requires a written request from a qualified professional indicating what services are absolutely necessary, and an estimate of cost.
4. All services in excess of \$125 must be approved in advance by the Director (or delegate).

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION G: Supplementary Needs Benefit	SUBJECT: Supplementary Health Benefits	G.12 Page 1 of 1
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G.12 Telephone Allowance

Policy

An allowance for a telephone may be provided if it is necessary to secure work, emergency medical care or for any other supplementary circumstances.

Guidelines

1. The applicant must otherwise qualify for social assistance benefits and meet the eligibility requirements for Supplementary Needs. (see Policy G. 1.)
2. The allowance must be approved in advance by the Director (or delegate).
3. Under no circumstances will long distance charges be paid.
4. The allowance will be for the least expensive option available under the circumstances.
5. In cases where the applicant is unable to obtain regular telephone services and must rely on a radio phone in order to secure work, an additional allowance may be provided equivalent to 15 - three minute calls to Whitehorse or other major centre on a monthly basis to a maximum of \$50.00 (not including the regular monthly service charge).
6. If an applicant is approved for a telephone allowance and requires a security deposit, an allowance may be provided to cover the security deposit on the condition that it is treated as an advance. The applicant must complete an Agreement to Repay Form and the amount is recovered over the following six consecutive months.
7. The Issuing Officer will ensure that they have a receipt for payment prior to issuing any further telephone allowance.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION G: Supplementary Needs Benefit	SUBJECT: Transportation Expenses	G.13 Page 1 of 1
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G.13 Transportation Expenses

Policy

An allowance may be provided for transportation expenses if required for employment or health reasons to the equivalent of the cost of a monthly bus pass.

Guidelines

1. The applicant must otherwise qualify for social assistance benefits and must meet the eligibility requirements for Supplementary Needs. (see Policy G. 1.)
2. Applicants who are working, looking for work, or have health problems may be eligible for a monthly allowance to the equivalent of a monthly bus pass.
3. Expenses to operate a vehicle such as gas, insurance or repairs are not covered.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION H: Other Benefits	SUBJECT: Comfort Allowance In Nursing Homes and Special Care Homes	H.1 Page 1 of 1
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H: OTHER BENEFITS

H.1 Comfort Allowance In Nursing Homes and Special Care Homes

Objective

The purpose of this policy is to clarify what additional benefits are available for applicants in nursing homes or special care homes.

Policy

Any applicant who resides in an approved Nursing Home and Special Care Home and otherwise qualifies for social assistance benefits will also receive an additional comfort allowance of \$125 per month.

Guidelines

1. At the present time approved Facilities include MacDonald Lodge, Thomson Centre and Macaulay Lodge. Any other facility must be approved in advance by the Director (or delegate).
2. If an applicant in one of these Facilities otherwise qualifies for social assistance benefits, the Issuing Officer may add a comfort allowance of \$125 to the applicants budget without further approval.
3. The Issuing Officer should also refer to Policy C.15, Nursing Homes and Special Care Homes, for information on liquid asset exemptions.

Approved _____		
Executive Director	Chief and Council Representative	Date

SECTION H: Other Benefits	SUBJECT: Emergency Social Assistance	H.2 Page 1 of 2
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H.2 Emergency Social Assistance

Objective

The purpose of this policy is to set out under which circumstances assistance may be provided to persons not otherwise eligible.

Policy

Emergency Social Assistance benefits may be provided to persons who are not eligible for regular social assistance as set out in Basic Needs. In all cases, as per Policy I.1, an Agreement to Repay must be signed. The purpose of Emergency social assistance is to alleviate risk to health or safety.

Guidelines

1. The Issuing Officer should first determine whether an applicant is eligible for any basic and special need benefits. This is normally done through the budget deficit method of calculation.
2. If after determining eligibility, the Issuing Officer believes that the applicant is not eligible for benefits or the amount of benefits is insufficient, and there is an imminent risk to the health or safety of the applicant or their family, emergency social assistance benefits may be requested by way of a Supplementary Needs Allowance Authority to the Director (or delegate) for approval.
3. Examples of this type of situation include:
an imminent power disconnection in the middle of the winter; imminent eviction for failure to pay rent, a fire or other natural disaster (even though regular benefits may have been provided) or lack of food in the house in some extreme cases there are other situations involving health and safety taken in a broader context such as a request for excess rent when failure to provide it would lead to hospitalization or institutionalization for the elderly, disabled or mental health client, or the care of a guide dog
4. The Issuing Officer must be assured that the applicant has no other visible means of supporting themselves.
5. Only the minimal amount of emergency assistance may be provided in order to remove or alleviate the health or safety risk.

SECTION H: Other Benefits	SUBJECT: Emergency Social Assistance	H.2 Page 2 of 2
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- 6. All funds provided under this section may be regarded by the Director (or delegate) as an advance to be recovered.
- 7. All regular file documentation must be completed even if the applicant is eligible for only Emergency Social Assistance benefits.

Procedure

Once the Issuing Officer determines the nature of the emergency, whether the applicant is eligible for regular benefits, and the amount of emergency social assistance required, the Issuing Officer would submit the application to the Director (or delegate) for approval.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION H: Other Benefits	SUBJECT: Permanent Move Outside the Yukon	H.3 Page 1 of 2
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H.3 Permanent Move Outside the Yukon

Policy

Persons in need may be granted financial assistance for moving costs when such persons are without sufficient income, funds, or assets to cover these costs. Any assistance provided is to be repaid should the applicant/recipient return to the Yukon.

Guidelines

1. The applicant must otherwise qualify for social assistance benefits and meet the eligibility requirements for supplementary needs see Policy G.1, Eligibility for Supplementary Needs.
2. Applicants may be eligible for moving costs when:
 - they have confirmed employment at the requested destination through a Human Resources Canada Centre
 - they are returning to sound social support network
 - the move is viewed to be permanent
 - they have substantiated medical needs that cannot be met inside the Territory
3. The Issuing Officer will:
 - prepare an outline of the plan (reason, support, medical information)
 - obtain estimates of financial costs of move (social assistance will cover the least expensive and most appropriate mode of transportation and shipment of personal effects only, such as clothing, linens, and books, but not furniture)
 - contact receiving Jurisdiction (identified family member to confirm situation, employer, or social assistance authority)
4. All payments under this section are to be treated as an advance and require an Agreement to Repay in order to collect should the applicant/recipient return to the Yukon.

SECTION H: Other Benefits	SUBJECT: Permanent Move Outside the Yukon	H.3 Page 2 of 2
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Procedure

All requests for permanent move out of the Yukon must be approved in advance by the Director (or delegate) by means of a Supplementary Needs Allowance Authority form.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION H: Other Benefits	SUBJECT: Transitional Benefits	H.4 Page 1 of 2
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H-4 Transitional Benefits

Objective

The purpose of this section is to provide transitional benefits in certain circumstances to social assistance recipients.

Policy

Any recipient who has received basic social assistance benefits for a minimum of six consecutive months is eligible for Transitional benefits. If a recipient becomes employed and therefore is no longer eligible for regular benefits may be provided Transitional benefits for childcare for six months after they cease to be eligible for basic assistance benefits.

These transitional benefits will be paid for one period of up to six months only and will be paid at the same rate as if the person were still receiving regular assistance and will be paid only to the extent that the expenses are not covered by any other program.

Guidelines

1. Transitional benefits recognize that for some recipients the transition from social assistance to full time employment is difficult and often financial pressures force a applicant to quit their job and re-apply for social assistance benefits.
2. Transitional benefits include childcare to the extent that it is covered under Basic Needs Benefits of the Manual and not covered by other programs.
3. To be eligible for transitional benefits, the applicant must have been in receipt of regular social assistance benefits for at least six months and found employment to the extent that their income from that employment would under normal circumstances make them ineligible for social assistance benefits.
4. Transitional benefits will only be provided for a maximum of six months if requested by the applicant and the applicant has no other means of paying for these expenses.

SECTION H: Other Benefits	SUBJECT: Transitional Benefits	H.4 Page 2 of 2
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5. Social assistance benefits for childcare may be provided only to the extent that an applicant would normally be covered. The applicant must first apply for a childcare subsidy. Benefits may be provided only if they do not qualify for the childcare subsidy, if a licensed day care is not available or appropriate, or if the subsidy does not cover the actual cost of childcare.

Procedures

1. The Issuing Officer should request approval on the Supplementary Need Allowance Authority form in advance from the Director (or delegate).
2. The social assistance file should remain open during the six-month transitional benefits period.
3. Adequate documentation should be made on the file to indicate that the applicant is eligible for transitional benefits and record any benefits provided.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION I: Recovery and Payment of Benefits	SUBJECT: Agreement to Repay	I.1 Page 1 of 2
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I. RECOVERY AND REPAYMENT OF BENEFITS

I.1 Agreement To Repay

Objective

The purpose of this policy is to clarify the use of Agreements to Repay.

Policy

In all instances specified in this policy, the Issuing Officer will enter into an Agreement to Repay.

Agreements to Repay will be completed for:

- deposits that will be returned to the applicant
- payment of principal on mortgages on the home in which the applicant owns and resides
- relocation or moving expenses out of the Yukon, but only on the condition that the assistance will be paid back to the Tr'ondek Hwech'in if the recipient moves back to the Yukon
- expenses incidental to commencing training or employment other than those provided by Policy H.4, Transitional Benefits
- arrears of debts incurred prior to application for assistance for shelter, utilities, fuel, or taxes on residential property which the applicant owns and resides in instead of liquidation of items of personal property over and above the \$5,000 exemption if the applicant is self employed and needs it to carry on business
- any other instances of emergency social assistance

Guidelines

1. It should be recognized that from time to time funds are required by applicants for urgent or essential goods and services over which they have little control but are outside of what would normally be provided under social assistance. In these instances benefits may be provided if approved by the Director and treated as an advance which is to be recovered through an Agreement to Repay.

SECTION I: Recovery and Payment of Benefits	SUBJECT: Agreement to Repay	I.1 Page 2 of 2
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2. The Issuing Officer should be satisfied that the goods or services are urgent or essential and that there is a reasonable expectation that the applicant could repay this amount within a reasonable amount of time.
3. As set out in other sections of the Manual, the least expensive option should be the preferred option.
4. All Agreements to Repay should be on the Agreement to Repay form.
5. Terms of the repayment should be clear and precise. For example: "...to be repaid immediately upon return to the Yukon..." or "... to be repaid in six monthly payments on the first of each month commencing on September 1, 1994..."

Procedures

1. The actual Agreement to Repay does not need the Director's approval but the Director's approval by way of a Supplementary Needs Allowance Authority form is required for each of the goods or services exceeding \$125.
2. The Director's approval must be by way of a Supplementary Needs Allowance Authority form.
3. Adequate notation and documentation must be made for the file.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION I: Recovery and Payment of Benefits	SUBJECT: Allegations of Social Assistance Abuse or Fraud	I.2 Page 1 of 4
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I.2 Allegations of Social Assistance Abuse or Fraud

Objective

The purpose of this policy is to clarify how to proceed with allegations of abuse or fraud.

Policy

Tr'ondek Hwech'in has a zero tolerance for the abuse or fraud of social assistance funds. Allegations of abuse or fraud will be investigated immediately and in instances where there are reasonable grounds to believe that abuse or fraud has occurred, the funds will be recovered as quickly as possible and those persons responsible will be prosecuted.

Guidelines

1. All allegations of abuse or fraud are to be documented and investigated as quickly and as efficiently as possible.
2. All persons accused of abuse or fraud are to be considered innocent until proven otherwise.
3. All allegations of abuse or fraud involving employees of the Administering Authority must be brought to the attention of the Director immediately.
4. Issuing Authorities are not authorized to forgive or to ignore any benefits, which may have been received inappropriately by an applicant.
5. When a file has been referred to the RCMP, the applicant will be eligible for Basic Needs Benefits only (i.e. food and shelter), subject to otherwise qualifying under the Manual.
6. Where there are confirmed situations of abuse or fraud, the individuals should be encouraged to repay the amount of benefits received inappropriately as quickly as possible. For details see Policy I.4, Voluntary Repayment of Benefits.

SECTION I: Recovery and Payment of Benefits	SUBJECT: Allegations of Social Assistance Abuse or Fraud	I.2 Page 2 of 4
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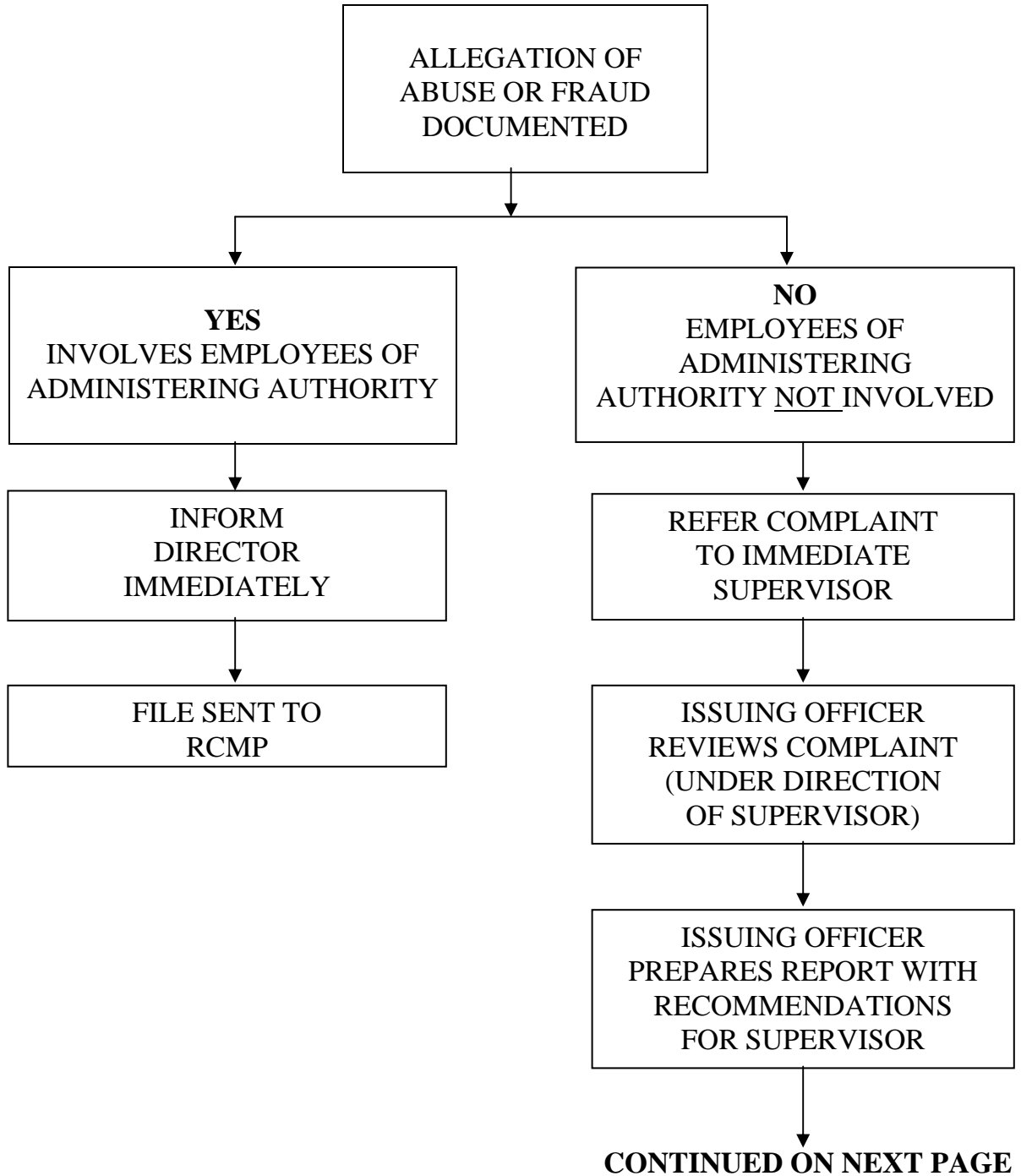
7. Any person convicted of fraud or related charges of social assistance benefits may continue to be eligible for social assistance. Verification of all documentation must be undertaken in the most stringent manner. It will be considered a new file and as a result subject to restriction to access to Supplementary Needs Benefits for six months.

Procedures

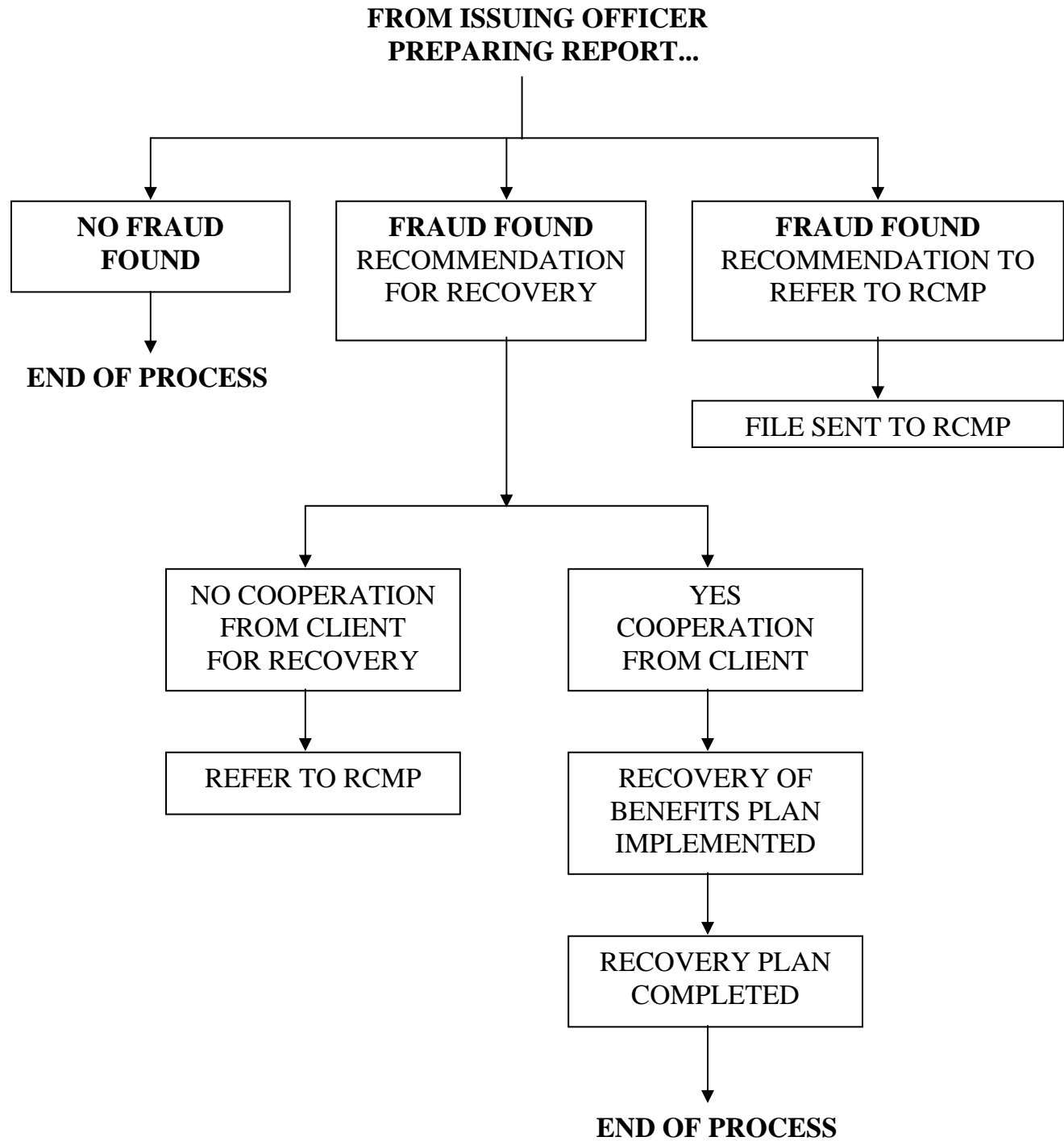
1. All complaints or allegations of abuse or fraud will be documented. The complaint will be referred to the Issuing Officer's immediate supervisor.
2. The Issuing officer will review the complaint. Where there is an open file and the facts are clear and straightforward, the Issuing Officer should discuss the matter with the applicant and prepare and send a report to the Supervisor. Where the facts are unclear or where further investigation may be required, the Issuing Officer should prepare a report with recommendations for their immediate Supervisor.
3. Where the file is closed the Issuing Officer will prepare a report for their immediate supervisor with recommendations.
4. Where it is appropriate to recover benefits, the Issuing Officer will proceed as outlined in Policy I.3, Recovery of Benefits.
5. In all instances where there are reasonable and probable grounds to believe that benefits were received illegally, the supervisor will prepare a report for the RCMP and send the file to them for further investigation with a recommendation that charges be laid if appropriate. The applicant will be notified in writing.
6. Any Issuing Officer unsure of how to proceed or who needs to consult about a file should do so as quickly as possible with their immediate supervisor and the Director.

SECTION I: Recovery and Payment of Benefits	SUBJECT: Allegations of Social Assistance Abuse or Fraud	I.2 Page 3 of 4
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I.2 Allegations of Social Assistance Abuse or Fraud



SECTION I: Recovery and Payment of Benefits	SUBJECT: Allegations of Social Assistance Abuse or Fraud	I.2 Page 4 of 4
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Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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SECTION I: Recovery and Payment of Benefits	SUBJECT: Recovery of Benefits	I.3 Page 1 of 2
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I.3 Recovery of Benefits

Objective

The purpose of this policy is to clarify when and how benefits should be recovered.

Policy

An attempt will be made to recover from a recipient or the estate of a former recipient the amount of any payment of assistance in excess of that authorized by the Manual. Recovery will also be attempted on any benefits paid which the applicant was not entitled to but which was granted because of deliberate concealment or failure to disclose income or assets or error in calculation of benefits on the part of the Issuing Officer.

Guidelines

1. It is the responsibility of an applicant to accurately advise the Issuing Officer of all relevant information in order to determine eligibility and to calculate the amount of benefits. The Issuing Officer should ensure through research and verification that all information used to calculate eligibility and benefits is complete and accurate.
2. Occasionally benefits in excess of what an applicant might be entitled to is provided. In these situations budget calculations should be redone accurately to determine the excess amount of benefits provided, proper recordings made, an overpayment noted on the file and the excess benefits recovered as quickly and as reasonably as possible.
3. The Issuing Officer should use their discretion so that the recovery of an overpayment does not create a situation of undue hardship.

Procedures

1. When an Issuing Officer becomes aware of a situation where excess benefits may have been issued, the appropriate budgets should be calculated again to determine the exact amount of benefits that should have been issued and the amount of the overpayment. This should be documented on the file.
2. Where the recipient of excess funds is no longer a recipient of social assistance benefits, the Issuing Officer should notify the individual by letter

SECTION I: Recovery and Payment of Benefits	SUBJECT: Recovery of Benefits	I.3 Page 2 of 2
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(Double Registered Mail) that an overpayment has been noted, the amount and reason for the overpayment and that immediate repayment is required. A copy of the letter should be forwarded to the Director for future follow-up, and a copy should also be kept in the recipient's file.

3. Where the recipient of excess funds is currently in receipt of social assistance benefits, the recipient should be notified by mail (Double Registered Mail) that an overpayment has occurred, the reason for the overpayment, and the amount that must be recovered. The Issuing Officer should determine the amount to be recovered and the time period over which the recovery will take place.
4. While the overpayment should be recovered as quickly as possible, the Issuing Officer should note that where the recovery of excess benefits may cause undue hardship, the excess should be recovered by deducting "a reasonable amount" from each monthly budget. The courts have ruled that any amount in excess of basic needs benefits is subject to recovery, but the Issuing Officer should use their discretion.
5. In all instances where the overpayment is a result of an applicant's failure to provide full and complete information, deliberate concealment of information, failure to disclose income or assets, or any other potential abuse or fraud, the Issuing Officer should first discuss the matter with the recipient and then prepare a written report for their immediate supervisor and the Director.
6. Any repayment or recovery of benefits should be noted on the file.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION I: Recovery and Payment of Benefits	SUBJECT: Voluntary Repayment of Benefits	I.4 Page 1 of 1
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I.4 Voluntary Repayment of Benefits

Policy

Any person who has received social assistance benefits may voluntarily repay such assistance.

Guidelines

1. Any person who wishes to voluntarily repay social assistance benefits should be encouraged to do so and the Issuing Officer should advise the individual that this move is voluntary and is not a requirement under any legislation (other than court ordered restitution's).
2. Any repayment should be accepted immediately and an official receipt issued. The repayment should be noted on the individual's file.
3. Payment in the form of cheques or money orders may be made to the Tr'ondek Hwech'in social assistance bank account. Cash should be discouraged but if cash is used it must be kept separate from any office cash and deposited in the Social Assistance bank account.

Approved _____ Executive Director	_____	_____
	Chief and Council Representative	Date

SECTION J: Program Accountability	SUBJECT: Records and Reports	J.1 Page 1 of 2
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SECTION J: PROGRAM ACCOUNTABILITY

J.1 Records and Reports

Policy

The Issuing Officer is required to submit to the Executive Director records and reports by the 10th day of the following month being reported, to be presented to Tr'ondek Hwech'in Chief and Council.

The records and reports may include:

- monthly yellow copies of Budget and Decision forms
- monthly journal sheet/cash journal
- month end summary

General Accounting Guidelines

Social assistance expenditures must be issued according to the standards and rates in the Manual and the Financial Administration Act (Canada) ??????. In addition, relevant statistical information must be maintained in order to prepare social assistance budgets, assist planning, facilitate program management and meet the annual audit requirements.

The Issuing Officer shall ensure the following financial records are maintained:

- All funds issued to the Social Assistance Program shall be deposited to the Social Assistance bank account and recorded in the Financial Cash Journal.
- All disbursements must be authorized by two signing authorities designated by the Tr'ondek Hwech'in and the benefit allowances must be according to the standards and rates in the Manual.
- Social assistance, if issued by cheques, shall be entered into the Financial Assistance Cash Journal.
- Social assistance may be issued by Purchase Order (PO) only in exceptional circumstances, but when necessary the Purchase Order must include all-important information.
- The supplier of goods and services provided by PO shall submit to the Tr'ondek Hwech'in a copy of the PO signed by the recipient verifying receipt of the goods or services and recording the details of the purchase. After checking

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- to ensure that the expenditures are according to the PO, the Issuing Officer may issue payment to the supplier
- The Issuing Officer shall obtain statements and cancelled cheques from the Bank Reconciliation Statement every month.
- Reimbursement for social assistance expenditures as determined by Budget and Decision Forms must balance with expenditures as shown in the Financial Cash Journal.
- No Purchase Order or cheque will be issued as a charge against the social assistance program without a properly completed Budget and decision form and Requisition for payment form.

Approved _____ Executive Director	_____ Chief and Council Representative	_____ Date
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J.2 Program Monitoring and Review

The Tr'ondek Hwech'in Chief and Council is responsible for monitoring and reviewing the administration of the social assistance program. The Executive Director monitors the program by verifying monthly and quarterly reports submitted by the Issuing Officer.

Every one to three years, the Tr'ondek Hwech'in Chief and Council shall conduct an in-depth program review, using a standard format. Before conducting a program review, the Chief and Council informs the Executive Director and Issuing Officer of the purpose of the review and arranges a convenient date. A copy of the review forms are provided to the Issuing Officer beforehand.

Following the program review, Chief and Council will complete a report, which summarizes the review and make recommendations. The report will be submitted to the Executive Director and if necessary, Chief and Council and the Issuing Officer can meet to discuss the report and to develop an action plan based on the recommendations.

Chief and Council may conduct follow up reviews to ensure that the recommendations are being implemented by the Issuing Officer.

Purpose of the Review

The purpose of the program review is to ensure the program is being administered according to the Manual and help the Issuing Officer administer the program more effectively.

Program Review Checklist

At the program review, Chief and Council checks that:

- current policy and procedures are being followed
- files are up to date and complete
- current application forms are complete and placed on file
- copies of all supporting paper work are filed, i.e. receipts
- benefits are determined using the Budget and Decision form signed by the applicant
- applicant confidentiality is maintained
- financial control systems for verification are in place

SECTION J: Program Accountability	SUBJECT: Program Monitoring and Review	J.2 Page 2 of 2
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- monthly statistical reports are being submitted to the Executive Director on the correct forms, on time and with all required supporting paper work
- an administrative review and appeal procedure is in place and used
- a recovery system for overpayments and Agreements to Repay is in place
- budge management system is in place to control expenditures and determine variances
- the person year entitlement conforms to policy and budgets

Approved <hr/> Executive Director	<hr/> Chief and Council Representative	<hr/> <hr/> Date
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APPENDIX 1: FORMS

Alphabetical Listing:

1. Administrative Review and Appeal
2. Agreement to Repay
3. Application for Social Assistance
4. Bank Reconciliation
5. Budget and Decision
6. Case Recording
7. Consent and Release of Information
8. Denial Letter
9. Elders Wood/Fuel Monthly Report
10. In Home Adult Care Monthly Report
11. In Home Adult Care Time Sheet
12. Invoice to YTG for Social Assistance Issued to Non-Status Dependents of Status People
13. Job Search Statement
14. Maintenance Questionnaire
15. Medical Release and Report
16. Monthly Invoice/Summary of Social Assistance
17. Release of Information for EI Benefits
18. Rental Report of Landlord
19. Supplementary (Special) Needs Allowance Authority
20. Statutory Declaration

APPENDIX 2: WORK OPPORTUNITY PROGRAM

Objective

The purpose of the Work Opportunity Program is to enhance the independence and job related skills of the people on Social Assistance. The program uses social assistance funds together with funds from other sources. With this funding, temporary jobs are created for First Nation people who would otherwise be on regular social assistance.

The Work Opportunity Program also contributes to the provision of community services, the development of community Facilities or the improvement of the local environment.

1. The Department may contribute social assistance funds to subsidize a portion of the approved wage component of a Work Opportunity project provided that:
 - is initiated, planned and operated by the First Nation or by committees or community groups who are approved by the First Nation
 - it will employ adults who are unemployed and who are recipients of social assistance who will benefit from a work experience
 - it is a clearly defined project with an identified time frame that does not exceed one fiscal year
 - it will provide significant community improvements, Facilities or services.
2. First Nations are expected to contribute to the funding of project.
3. The amount contributed by the Issuing Officer will be no more than the value of the social assistance benefits that the applicant would receive if they remained on regular social assistance.
4. Where the Administering Authority (First Nation) sponsors a WOP project and also administers the social assistance program, then the Issuing Authority must transfer the social assistance allocation from its social assistance bank account to the account from which the WOP wages will be paid on a monthly basis.

5. A WOP worker may work on a project for up to 12 months.
6. First Nations are expected to apply for and use other sources of funds within and outside the Department to meet various project expenses.
7. First Nations operating projects must pay reasonable wages to participants and in no case shall the wage be below the current, applicable territorial minimum wage. First Nations must also meet other requirements such as Employment Insurance and Workers' Compensation.
8. Costs of projects include wages paid to participants, salaries and related expenses of persons such as project managers and costs of equipment rental and supplies necessary for the project.
9. Creative use of the Work Opportunity Program is encouraged and projects must fall within the general intent, for example upgrade/ provide a community service or facility or upgrade/ provide improvements to the community environment.
10. First Nations must consult with the Department when developing and operating a project. First Nations must permit an audit of expenditures in accordance with requirements of the funding contributions agreement with the Department.

Types of Projects

The following list of projects is suggestions only and is not intended to restrict the number of possibilities:

1. Environmental Improvement Projects:
 - clean up, landscaping, beautification, fencing
 - garden/horticultural development
 - clearing for and development of recreational areas
 - cleaning and maintenance of survey boundaries
 - pollution control project
2. Social Service Projects:
 - family support services such as homemaking, counselling, child care, guidance and parenting and services to children

- day care centres for children such as day camps for children
- drop in centres for teen or elder recreational activity
- after school programs for children 6 - 12 years such as organized activities to provide a place to meet, cultural activities, extra help with homework, reading, etc, and creative play, arts and crafts
- activities for elders such as support in their homes

3. Economic Development/First Nation Enterprise Projects:

Note: The enterprise cannot be operated for the private gain of individuals.

- Small service industry businesses run by and for the benefit of the First Nation, for example, community laundrette, cafe, service station, tourist information and souvenir sales, general store, campground, firewood cutting, appliance repair, agricultural and forestry enterprises.

4. Community Facilities:

Note: Caution should be exercised in assessing the capital costs of these types of projects and capital cost funding from whatever source must be absolutely confirmed. Projects may include the development, renovation or maintenance of a facility.

The WOP application should note when the capital funds are from the Department. Such a notation assures the Department that basic standards have been met for health, fire and safety.

Where the capital funds are from another source there must be confirmation from that source that the facility will meet territorial health, fire and safety standards where applicable.

Community facilities include day care centres, safe house, playgrounds, open-air rinks and school bus shelters.

Procedure

1. A First Nation, sponsoring committee or community group shall submit to the Department for approval a proposal for a Work Opportunity Project. A

2. A First Nation, sponsoring committee or community group shall submit to the Department for approval a proposal for a Work Opportunity Project. A Proposal must consist of two parts: a detailed proposal and a supporting First Nation Council Resolution or equivalent.
2. The following information should be included in the application for WOP approval:
 - project title -
 - name of sponsoring body
 - project objective
 - project implementation including project manager name,
 - names of participants, their job title and expected duration of employment, if on social assistance and the family unit size, monthly basic support and shelter entitlement to be transferred
 - duration of the project (each phase may be no longer than one fiscal year for the purposes of SA transfer)
 - budget including salaries and wages, total monthly social assistance transfer for wages and the total wage contribution from other sources and name the sources
 - revenue from all funding sources necessary to complete the project
 - anticipated revenue from the project
3. All projects require the approval of the Department prior to implementation. Any project or overall plan which spans more than one fiscal year must be re-submitted for approval by the beginning of each fiscal year.
4. Before approving a project, the Department shall be assured that the project:
 - is initiated by the First Nation or a committee/group approved by the First Nation
 - will be operated by the First Nation or approved
 - committee/group
 - satisfies the criteria for eligible participants and that the participants are unemployed

- will enhance the independence and job skills of each participant by providing a work experience suitable to each participant's needs in relation to maturity, work habits, work history and skills
 - participants are eligible to participate within the guidelines of the Work Opportunity Program
 - satisfies the criteria of providing either a community service
 - or facility or will improve or develop the community
 - improve
 - environment
 - incorporates a clearly defined time frame which does not exceed one fiscal year
 - has reasonable and realistic cost estimates both in dollars and the number of people required which will allow the project to meet its objectives and provide each participant with an acceptable wage in accordance with the Work Opportunity Program
 - has approached and secured all other possible sources of funds
 - has appropriate monitoring and review mechanisms in place
5. The First Nation shall report the amount of monthly social assistance transferred for the project.

Case Management and Financial Management

Case Management

1. The Issuing Authority shall ensure that only eligible individuals are referred to WOP projects.
2. For each social assistance recipient who participates in a WOP project the Issuing Authority shall:
 - a. maintain an open social assistance file containing all required eligibility and benefit documentation. This file should also contain a current Social Assistance Application Form and a current Budget

and Decision Form updated for any significant change in circumstances

APPENDIX 2: Work Opportunity Program (WOP)	Page 6 of 7
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b. the social assistance application and the budget sheet shall be appropriately signed by the recipient and witnessed according to policy

c. a case plan shall be on file and include:

- length of time on social assistance, previous WOP experience including dates
- and types of projects
- how the work experience will benefit the participant including as appropriate
- the development of life skills, work habits, new or enhanced work skills,
- improved opportunity for future employment
- participant's motivation and agreement to work in project
- how work placement will be monitored and how participant's progress will be
- assessed
- projected length of time participant will be in project
- written recording shall be on file indicating participant's progress in relation to
- the case plan

d. a WOP participant on social assistance is expected to fulfill all requirements of the social assistance program including the reporting of any change in circumstances affecting eligibility

e. WOP participants on social assistance are not eligible for incentive allowance under supplementary needs and the earnings exemptions. WOP participants on social assistance are eligible for child care allowance under special needs and any other benefits under social assistance according to the Manual.

In assessing eligibility for additional benefits under special needs, the Issuing Authority must take into account the actual net wage of the participant and to what extent the participant is able to meet the need from their own resources.

f. WOP participants on social assistance who leave a project before its completion may continue to receive basic social assistance provided that

they are not eligible for EI benefits. Where they are eligible for EI then only temporary assistance may be granted.

2. Financial Management

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- a. The Administering Authority is expected to maintain appropriate financial records with respect to the operation of the project.
- b. A complete payroll must be maintained showing the monthly wage paid and the amount of social assistance transfer applicable to each participant.
- c. Social assistance funds may be transferred monthly in the amount of one month's social assistance entitlement only. Where a recipient and their spouse both participate in a project the total amount transferred may not exceed the maximum family entitlement.
- d. The amount of social assistance funds transferred to WOP on behalf of a participant will be the lesser of the amount of wages they receive or the amount of their regular social assistance entitlement.
- e. If during the course of the project the spouse of a participant gains employment, then their income must be considered in assessing the continuing eligibility.
- f. The Department will reimburse the Administering Authority on a monthly basis for approved social assistance transfers. Reimbursement claims are to be submitted on the month end Program Summary. The claim for reimbursement of a WOP participant includes family dependents. Where both spouses work in a WOP project, the combined claim may not exceed the maximum entitlement for their family unit size.
- g. The Administering Authority of a WOP project is expected to pay the provincial/territorial minimum wage to each participant and to meet other employer contribution requirements such as EI, CPP and WCB.

- h. The First Nation will be responsible for securing all other funds required to operate the project. WOP projects are subjected to regular review as part of the Social Assistance program monitor and review by the Department.
- i. WOP projects are also to be included in the First Nation's annual audit. In addition, the First Nation may be required to permit an audit by the Department of social assistance transfers and to provide such documentation as is required by this policy and by such audits.

APPENDIX 3: REFERENCES

A. Legal References Index

- A.6 Confidentiality - Social Assistance Regulations 30(d)
- A.11 Appeal Procedure - Social Assistance Act, Sections 9, 10, II. and 12, and Social Assistance Regulations, Section 29
- B.1 Responsibilities of the Applicant - Social Assistance Regulations, Section 3
- B.2 Responsibilities of the Issuing Officer - Social Assistance Regulations, Section 3
- B.3 Family Unit - Social Assistance Regulations, Section 18(1) and 18(2), and Family Property and Support Act
- B.4 Head of Household - Social Assistance Regulations, Section 4
- B.5 Social Assistance Files - Social Assistance Regulations, Section 30
- B.6 Social Assistance Forms - Social Assistance Regulations, Section 3
- B.7 Where to Apply - Social Assistance Act, Section 8, and Social Assistance Regulations, Section 30
- C.1 Eligibility Determination - Social Assistance Regulations, Section 6
- C.2 General Conditions for Eligibility - Social Assistance Regulations, Section 5(1)
- C.4 Under the Age of 19 Years - Age of Majority Act, Social Assistance Act, Section 8, and Social Assistance Regulations, Section 4(6)
- C.5 Young or Disabled Children - Social Assistance Regulations, Section 5(3)
- C.6 Involved in Industrial Disputes - Social Assistance Regulations, Section 5(1)(a)
- C.7 Self-Employed Applicants - Social Assistance Regulations, Sections 17, 19 and 21
- C.8 Attending School or Training - Social Assistance Act, Section 8(k), and Social Assistance Regulations, Section 5(1)(a), Schedule A, Section J(1), and Schedule B, Section E
- C.9 Maintenance Payments - Maintenance and Custody Orders, Enforcement Act, Section 4, Age of Majority Act, Family Property and Support Act Social Assistance Regulations, Section 5(i)(a)
- C.10 Employable Applicants - Social Assistance Regulations, Section 5(1)(a)
- C.11 Not Canadian Citizens - Social Assistance Act, Section 8(c), and Social Assistance Regulations, Section 5(i)
- C.13 Apparent Substance Abuse Problems - Social Assistance Regulations, Section 5(1)(a)
- C.14 Continuing Eligibility - Social Assistance Regulations, Section 12
- C.15 Nursing Homes and Special Care Homes - Social Assistance Regulations, Section 22
- D.1 Financial Resources - Social Assistance Regulations, Section 18

- D.2 Liquid Assets - Social Assistance Regulations, Section 19
- D.3 Real Property - Social Assistance Regulations, Section 20
- D.4 Personal Property - Social Assistance Regulations, Section 21
- E. 1 Budget Deficit System - Social Assistance Regulations, Section 8
- E.2 Start of Assistance - Social Assistance Regulations, Section 10

- E.3 Method of Payment - Social Assistance Regulations, Section I I
- E.4 Form of Payment - Social Assistance Act, Section 8(h), Social Assistance Regulations, Section I 1, and Financial Administration Act
- E.5 Lost or Stolen Cheques - Social Assistance Regulations, Sections 17 and 30
- E.6 Changes in Benefits - Social Assistance Regulations, Sections 13 and 15
- F. I Food - Social Assistance Regulations, Schedule A, Section A. 1
- F.2 Special Food Allowance (Diet) - Social Assistance Regulations, Schedule A, Section A(2)
- F.3 Shelter - Social Assistance Regulations, Schedule A, Section C. I
- F.4 Shelter Allowance for Home Owners - Social Assistance Regulations, Schedule A, Section C(2)

- F.5 Shelter Payments While in Treatment - Social Assistance Regulations, Schedule A, Section C

- F.6 Fuel and Utilities - Social Assistance Regulations, Schedule A, Section D
- F.7 Fuel and Utilities - Payment of Security Deposits and Arrears for Yukon Electrical Co. Ltd. - Social Assistance Regulations, Schedule A, Section D(1)
- F.8 Adult Student Allowance - Social Assistance Regulations, Schedule A, Section J(2)
- F.9 Benefits @le Attending Substance Abuse Treatment Centre - Social Assistance Regulations, Schedule B, Section G
- F. 10 Board and Room - Social Assistance Regulations, Schedule A, Section B. I
- F.11 Clothing - Social Assistance Regulations, Schedule A, Section F
- F. 14 Incidental Allowance - Social Assistance Regulations, Schedule A, Section G
- F. 15 Permanent Labour Force Exclusion Allowance - Social Assistance Regulations, Schedule A, Section I
- G. 1 Eligibility for Supplementary Needs Benefits - Social Assistance Regulations, Schedule A, Section J
- G.2 Burial Expenses - Social Assistance Regulations, Schedule B, Section N
- G.3 Child Care - Social Assistance Regulations, Schedule B, Section P, and Child Care Act, Section 7
- G.4 Christmas Allowance - Social Assistance Regulations, Schedule B, Section 0
- G.5 Education Expenses - Social Assistance Regulations, Schedule B, Section E
- G.6 Household Equipment, Furnishings and Supplies - Social Assistance Regulations, Schedule B, Section D
- G.7 Household Moving Expenses - Social Assistance Regulations, Schedule B, Section i
- G.8 Laundry Allowance - Social Assistance Regulations, Schedule B, Section I
- G.9 Special Clothing - Social Assistance Regulations, Schedule B, Section A
- G. 12 Telephone Allowance - Social Assistance Regulations, Schedule B, Section C

- G. 13 Transportation Expenses - Social Assistance Regulations, Schedule B, Section C
- H. I Comfort Allowance in Nursing Homes and Special Care Homes - Social Assistance Regulations, Section 22
- H.2 Emergency Social Assistance - Social Assistance Regulations, Section 17
- H.3 Permanent Move Outside the Yukon - Social Assistance Regulations, Section 27(2)(c), and Schedule B, Section J

- H.4 Transitional Benefits - Social Assistance Regulations, Section 17.1
 - 1.1 Agreement to Repay - Social Assistance Regulations, Section 27
 - 1.2 Allegations of Social Assistance Abuse or Fraud - Social Assistance Act, Section 8, Social Assistance Regulations, Sections 5, 13 and 30
 - 1.3 Recovery of Benefits - Social Assistance Regulations, Section 25
 - 1.4 Voluntary Repayment of Benefits - Social Assistance Regulations, Section 26

B. Yukon Social Assistance Act and Regulations

APPENDIX 4: I-N HOME ADULT CARE

Objective

The purpose of the In Home Adult Care Program is to provide homemaking services to those in need. The program is separate from the Social Assistance program and separate eligibility criteria apply. Funding is made available to First Nations through the Social Development program.

Guidelines

1. In determining the necessity for such a service, the Issuing Officer should have a detailed request from a physician, the hospital counsellors, or other health or social services officials setting out the necessity for such a service and the expected length of time it will be required.
2. Homemakers shall perform only those tasks approved for each individual household which may include the following:
 - preparing meals washing cutlery, dishes, and cooking utensils washing clothes shopping for food, clothing or household goods ironing clothing drawing water cutting and splitting firewood washing floors light household cleaning cleaning, dressing and feeding children
 - Other tasks that are consistent with the homemaker role and the needs of the client
3. The Issuing Officer should recommend the least expensive, most reasonable option when making a referral to the Adult Home Care Program.
4. In the case that In Home Care no longer meets the needs of the client, arrangements should be made to have the client placed **in** a longterm care institution. Presently, the Department is paying for the costs related to Level I and 2 care as provided at Macaulay Lodge in Whitehorse and McDonald Lodge **in** Dawson City.

APPENDIX 5: HOW TO DEVELOP POLICY

Social Assistance staff may be required to develop policy to replace or work along with the Department policy and procedures. This section briefly describes how to develop policy. The purpose of policies and procedures are to ensure that clients are being treated fairly and consistently. In addition, policy and procedures define the decision making authority that different people have in providing services to clients.

Steps

1. Define the Policy 'problem'. The purpose of this step is to understand what the problem is and how a policy might 'fix' the problem. It is important to make sure that everyone involved understands the problem in the same way. This is best achieved through meetings and discussions. If more than one problem exists, it may be helpful to begin the development of more than one policy in order to keep the scope small and specific.

2. Define principles and values that will be the foundation for the approach to solving the policy 'problem'. Questions to ask include "What do we, as community members, believe about how this problem should be solved?"; "How can we make sure it is fair?"; "What do we believe about how people should care for themselves and be cared for by the community?"; and "Do we think that it is important for people to be self sufficient?"

3. Review existing policies that address this problem (if any) and related policies in use by the First Nation. (for example existing social assistance policy related to self sufficiency and the related policies on education, training and employment)

4. Define two or three alternative policy solutions to the problem if possible. This may be a good time to consult with a few people or the whole community depending on the time and money available as well as the importance of the policy to the community.

Consultation could help define the alternatives.

5. Use the criteria to choose the best alternative.

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6. Complete detailed draft of the policy.

7. Carry out consultation (focused or community wide) on draft policy and suggested procedures.

8. Complete revisions on the policy and detailed drafting of procedures.

9. Implement policies and procedures through the use of community meetings, staff training, feedback and revision as necessary.

10. Define criteria to be used to choose the best alternative. The cost might be an important criteria. How well th alternatives support the values and principles outlined in step 2 might be important as well. Consultation may be helpful during this step.