

Person with Disabilities; it does not require the amount of assistance received. The client must sign the SD0095 prior to the completion by the ministry representative.

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### **Residency Verifications: February 28, 2006**

February 28, 2006

A *residency verification* means an official visit by a ministry employee to a client's residence, for the purpose of verifying a client's residency. A residency verification does not require staff to enter the client's residence and may be conducted without prior notification to the client.

Residency verifications are conducted by staff to:

- verify a client's residence

Staff may make unexpected residency verifications for the purpose of verifying a client's residency. All residency verifications must be logged on the MTS FIM screen and other screens as appropriate.

Staff are required to follow their local office safety protocols/procedures when conducting residency verifications. Staff must not enter the home under any circumstances, even if invited to do so. Staff must not interview children with regard to the client's circumstances.

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### **Administration of Funds: February 28, 2006**

February 28, 2006

The required method of issuing *assistance* is by Direct Deposit to the client's bank account. In other situations, assistance may be issued by cheque to the client in-person or by mail. In these situations the client may be managing their own funds independently. In some situations, either initiated by the client or after careful consideration by the EAW, other forms of administration of funds may be put in place, such as:

- a recipient requests payment be made directly to a landlord or utility
- the monthly assistance amount is divided into two or more cheques to be issued at intervals through the assistance month
- the assistance is issued "in kind" by voucher
- a third party administers a client's funds

### **Third-Party Administration**

Clients who have difficulty managing their funds or who may be a risk to themselves or others may have their *assistance* administered by agreement with a third party.

Third-party agreements must not include ministry employees or any person with whom a conflict of interest may arise. If a third party expresses an interest in managing a client's personal and financial affairs, ministry staff will suggest the client consult with a lawyer in order to ensure the client understands how this may affect her/his rights.

Third-party agreements may be made with individuals or agencies on a voluntary basis or fee-for-service basis. If no appropriate individual or agency is prepared to volunteer to administer a recipient's assistance, a fee-for-service arrangement can be considered. The maximum fee is \$25 per month per family unit. Where an agency or community society proposes to provide administration to a number of recipients, the region may enter into a contract with the agency. In this event, the fee limit may be exceeded, with regional management authority.

In situations where the client is incapable of managing their funds and no one is willing or able to fill this role, the Public Guardian and Trustee service of the Ministry of Attorney General may be considered [see Resources for Clients].

The Supervisor should review cases annually that are being administered by a third party.

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### **Allegations of Fraud or Overpayment of Assistance: April 3, 2006**

April 3, 2006

In the day-to-day management of individual cases, EAWs may receive or become aware of information that requires further investigation to determine if fraud or overpayment of assistance is occurring. In minor cases, the EAW reviews the matter directly with the client. Serious cases of suspected or alleged fraud or overpayment of assistance that require in-depth investigation are referred by the EAW to Prevention and Loss Management Services.

[see Related Links - Loss Management – Referral for PLMS Review or Investigation]

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