

DIRECTIVE 3.1 CONSOLIDATED VERIFICATION INFORMATION REQUIREMENTS

SUMMARY OF POLICY

To determine ongoing eligibility, a recipient is required to provide information regarding new or changed circumstances which may affect eligibility or the amount of income support received. Some examples of changes include changes in disability or membership in a prescribed class, the receipt or disposition of assets, and the receipt or expected receipt of income or other financial resources, a change of address, shelter costs, utilities, living arrangements, family composition, assets, income and hospitalization.

The Director may require a member of a benefit unit to provide monthly reports respecting income, annual reports respecting business assets and income from the operation or interest in a business, and any other conditions relevant to determining eligibility.

The Director may request a visit to the home of a person receiving income support in order to verify ongoing eligibility for income support.

LEGISLATIVE AUTHORITY

[Section 5\(1\), 9\(1\) of the ODSP Act](#)
[Sections 10, 11, 12, 13, 14 and 15 of the ODSP Regulation](#)

SUMMARY OF DIRECTIVE

Information update reports include:

- Employment Training and Income Report (ETIR);
- Changes Report; and the
- Update Report.

Required documentation must be either:

- Visually verified and noted on the Service Delivery Model Technology (SDMT), or
- Photocopied and placed on the master file.

Failure to provide required information may result in a decision of ineligibility or cancellation of income support, provided that staff have followed all policy conditions.

INTENT OF POLICY

To ensure that a recipient provides information required to determine ongoing eligibility for income support.

APPLICATION OF POLICY

Standards

Eligibility and entitlement for ODSP are based on individual circumstances. Changes in financial or other circumstances which may affect eligibility or the amount of income support received must be reported by a recipient or trustee.

Monthly Reporting Requirements: Earnings and Changes in Circumstances

Earnings from Employment or Training

Earnings from employment or a training program is to be reported on a monthly basis by all members of the benefit unit with reporting requirements.

The income reporting period for earnings from employment or training is from the first day to the last day of a calendar month. Earnings received during this period are used to calculate income support for the following month.

Earnings are reported on the Employment/Training Income Report (ETIR). The ETIR is sent monthly to all recipients, enclosed with the income support cheque or statement. Earnings which must be reported include wages, salaries, vacation pay, commissions, tips, gratuities, casual earnings and training allowance income. If childcare costs and disability-related employment expenses are claimed on the ETIR, relevant receipts must be enclosed. The recipient or trustee dates and signs the ETIR declaring the information to be accurate and complete. The ETIR is due at the local ODSP office by no later than the 7th day of the month following the income reporting period.

In unusual or special circumstances, alternative reporting arrangements *may* be appropriate. For example, a recipient with a visual impairment could report earnings information over the phone with verification to follow, or earnings could be submitted by the employer with the recipient's consent. Direct deposit statements and/or a signed declaration could also be considered as acceptable verification of earnings. However, it is essential that earnings are accurately entered into SDMT on a monthly basis.

Exceptions to monthly reporting of earnings from employment or training

The following are not required to submit an ETIR each month:

- Self-employed persons as they have annual reporting requirements (see [Directive 5.4 Self-Employment Income](#), [Directive 5.6 Private Home Day Care Providers](#), and [Directive 5.7 Farm Income](#)).
- Recipients who only receive Assistance for Children with Severe Disabilities (ACSD) as this program has its own specific requirements.
- Recipients participating in sheltered workshops or supported employment programs whose earnings are unchanged from month-to-month. (Note: appropriate verification of the monthly earnings must be on file for audit purposes.)
- There is no requirement to report earnings of dependent children as their earnings are exempt as income.
- There is also no requirement to report the earnings of dependent adults who are in secondary school full time as their earnings are exempt as income.

Changes Report

Recipients are required to report all changes in circumstances. The Changes Report form is sent to recipients each month, enclosed with their income support cheque or statement and ETIR. A recipient is responsible for reporting changes in circumstances which may affect eligibility or the amount of income support received. A change in circumstance includes a change of address, shelter costs, utilities, living arrangements, family composition, assets, income and hospitalization.

The recipient or trustee dates and signs the Changes Report declaring the information to be accurate and complete. Verification of the change is required to confirm ongoing eligibility and to ensure that the correct amount of income support is provided. The Changes Report is not required to be returned if there are no changes in circumstances.

If a recipient or member of the benefit unit is unable to complete a Changes Report due to any special needs such as physical, developmental, psychiatric, language and/or literacy barriers, alternate arrangements should be made. For example, changes could be reported over the phone with verification to follow, or the recipient could request an interview to discuss the changes and provide verification.

Ongoing Eligibility

The Application for Assistance under the [Ontario Disability Support Program Act](#), Part 1, is used as both an Application form and an Update Report. It is a financial assessment tool used to determine initial and ongoing eligibility.

Any changes in financial or other circumstances, which may affect eligibility or the amount of income support received, are to be reviewed on an ongoing basis to ensure ongoing eligibility.

A complete file review and update report is to be completed on two categories of recipients:

- Cases granted ODSP through Ontario Works, which will be prioritized for the Consolidated Verification Process (CVP) and completed within 12 months of the later of the last full CVP or the date that Ontario Works eligibility was determined; and
- Oldest cases first, from the date of the last review.

The review and update report can be completed:

- in person, which can take place in the office, community, or in the recipient's home, based on the recipient's needs and the office's capacity;
- over the phone and then signed and commissioned during a follow-up interview, which can take place in the office, community, or in the recipient's home, based on the recipient's needs and the office's capacity; or
- over the phone, reviewed verbally and then sent to the recipient with instructions to sign and return them.

File Review

The purpose of the file review is to become familiar with issues related to eligibility and entitlement and to identify issues that require follow up.

- The file review will focus on confirming current eligibility and current entitlement.
- Only documentation/verification related directly to determining eligibility and/or the accurate amount of income support is required. For example, school verification for a dependent child under 18 years of age would not be required (note: see **School Verification** section).
- If the review of current eligibility raises concerns about previous eligibility and/or entitlement, additional verification can be requested on an “as needed” basis only.
- Appropriate third party checks are completed for each review.

- The electronic and/or master files are reviewed with third party information and the Verification Checklist.
- Outstanding information requirements are documented on the Verification Checklist and requested by sending the Advance List to the recipient or a letter outlining what is required to assess eligibility for the period under review.
- Each section of the update report must be reviewed and updated. Any changes must be verified with the required documentation.
- Confirm the eligibility for a Special Diet Allowance, where it is in pay, if the benefit review date is later than the file review date. A Special Diet Allowance that has been approved as permanent is reviewed at the file review date.
- If completed during an in-person interview, the update report is commissioned by reading each section of the statutory declaration and witnessing signatures. The Income Support Specialist (ISS) then signs the update report and affixes their commissioner stamp by their signature.
- The general Consent to Disclose and Verify Information and Canada Revenue Agency Consent to Disclose and Verify Information are completed and signed.
- The Rights and Responsibilities form (Form 2865) is reviewed. A signed copy is retained on the master file, and a copy given to the recipient.
- For telephone interviews where there is no follow-up interview with the recipient, the update report cannot be commissioned after it is returned as the ISS has not reviewed the statutory declaration with the recipient in person and witnessed his/her signature. For these cases, a line should be drawn through the statutory declaration and commissioner's signature sections before the form is mailed to the recipient. The consent forms and Rights and Responsibilities form should be reviewed verbally and then sent to the recipient with instructions to sign and return them.

Other forms are completed as required such as an Assignment and Direction Form if the recipient has applied for certain incomes, a Declaration of Support and Maintenance (Form 2212) if there are issues related to support obligations, and a Declaration (Form 0311) if a written declaration is required etc.

Third Party Checks

The review process includes third party checks which are completed to obtain information about a recipient's income and assets, as well as other eligibility-related information. The checks are executed using the Consent to Disclose and Verify Information and the Canada Revenue Agency Consent to Disclose and Verify Information forms signed by the recipient and other members of the benefit unit at the

time of the application and during earlier review interviews. Third party checks include requests from the following:

- Ministry of Transportation – obtained where there has been a history of vehicle ownership or changes in address
- Equifax (credit check) – obtained for asset verification
- Family Responsibility Office (FRO) – obtained for child and/or spousal support payment information
- Canada Revenue Agency (CRA) – obtained for income verification and other eligibility-related information
- Employment Insurance (EI) – obtained where there has been a history of employment and potential eligibility for EI benefits

Additional requests may be made, as required, to obtain or verify eligibility-related information on behalf of the recipient or any other member of the benefit unit.

Home visits should be conducted in accordance with the following guidelines:

- For purposes of completing an update report, the recipient is notified in advance of the visit to facilitate information gathering prior to the update interview;
- Home visits are to be conducted during normal business hours;
- While in the home, only objects in plain view can be noted. There is no authority to look in places or areas that are not in plain view (i.e. cupboards or drawers);
- Plain view includes assets such as vehicles, confirming residency and accommodation arrangements, the need for home repairs, etc.;
- The right to protection against inappropriate search of the person extends to one's home. Entry into a person's home for the purposes of investigating the person or their home would require a search warrant;
- If the recipient refuses entry to the home, the reason for the refusal must be obtained. Valid reasons for refusing entry may include an illness in the home, mourning, religious observance and/or visitors in the home where privacy is of concern to the recipient.

Verification Requirements

The following chart identifies verification requirements and whether the document is to be visually verified or whether a copy of the document is to be placed on the Master File. Some documents require both.

Verification of Documents	Visually verified and input into the SDMT	Original or photocopy placed on Master File
Social Insurance Number	✓	
Health Number	✓	
Proof of all Members Identity and Date of Birth		✓
Verification of Income	✓ *	
Verification of Assets	✓	
Verification of Shelter Costs	✓	
School Verification	✓ **	
Participation Agreement for Dependent Adult	✓	
Verification of Person's Status in Canada		✓
Information Regarding Debts	✓	

* Exceptions include support provisions where original documentation or photocopy must be placed on the masterfile.

** Verification required only where information indicates that eligibility criteria regarding school attendance is not met

Note: when information is received and verified it should be recorded in the Notes section of the SDMT

Social Insurance Number (SIN) or other official documentation of the SIN (tax form) must be visually verified and noted in the SDMT. Once the SIN is verified and input electronically, photocopies are not to be placed on the master file.

Health Number (HN) must be visually verified and noted in the SDMT for all members of the benefit unit. Other official documentation of the HN includes a letter from the Ministry of Health, or a letter from Citizenship and Immigration Canada (CIC). Once the HN(s) is verified and input electronically, photocopies are not to be placed on the master file.

Proof of the identity and date of birth of all members of the benefit unit must be photocopied and placed on the master file and the information recorded in the SDMT. Identity and date of birth can be verified with one of the following:

- Birth Certificate
- Baptismal Certificate on church stationary
- Confirmation Certificate
- Naturalization Certificate
- Hospital Record of Birth
- Bible Record
- Confirmation by Registrar General of Notice of Registration of Birth
- Passport
- Landing Record
- Marriage Certificate
- Military Record

- School Record
- National Registration of 1940 held by Statistics Canada
- Indian Band Record
- Immigration Documents
- Ontario Driver's Licence

In the case of a child who is adopted, verification of the adoption as proof of identity is not generally required. However, in some circumstances, the adoption order may assist in providing further support regarding the person's identity. For example, where the adopted child's surname is different than the parents' surname. In these cases, a copy of the [adoption order with the identifying information related to the birth parents](#) removed can be requested.

Verification of Income: Other income is taken into account in determining eligibility for income support. All sources of income are reviewed and recorded in the SDMT.

- Income tax information is used to verify total income reported for any period under review through CVP as well as the source of the income. It may also be used to verify additional information such as reported marital status and address. Please note that a third party check is obtained from CRA, however, a recipient may be requested to provide additional income tax information, such as the Notice of Assessment, copy of income tax return, T4s, etc..
- Earned income is visually verified and recorded in the SDMT through the monthly income reporting process. Any change in the amount of the income is recorded in the SDMT. The amount of income support is adjusted accordingly.
- Other income sources such as Old Age Security, GAINS, Canada Pension Plan benefits and annuities etc. are input into the SDMT. Any change in the amount of the income is recorded in the SDMT. The amount of income support is adjusted accordingly.
- Information regarding spousal or child support must be verified. Copies of verification must be placed in the master file. Verification of support includes a support court order, a private agreement, and or a divorce settlement. At each review, a Declaration of Support and Maintenance (Form 2212) must be completed on each absent person who may have an obligation to provide support to the recipient or member of the benefit unit and placed on the master file. Waivers for the pursuit of child or spousal support including police reports, medical reports, or confirmation that the spouse is receiving social assistance are noted on the SDMT and copied to the master file. See [Directive 5.15 Spousal and Child Support](#). Where support is in pay, the amount of support must be input into the SDMT. Any change in the amount of support is recorded in the SDMT. The amount of income support is adjusted accordingly.

- Information regarding sponsorship support must be verified. Information regarding length of the sponsorship undertaking and the name of the sponsor must also be verified. Copies of verification must be placed on the master file. Verification includes a private agreement for sponsorship support, the Request for Family Class Information (RFCI) form completed by CIC, Record of Landing, etc. A Declaration of Support and Maintenance (Form 2212) must be completed on the sponsor and co-sponsor, if applicable, and placed on the master file. See [Directive 2.5 Tourists, Immigrants, Refugees and Deportees](#). Where sponsorship support is in pay, the amount of support must be input into the SDMT. Any change in the amount of support is recorded in the SDMT. The amount of income support is adjusted accordingly.

Verification of Assets: Assets are taken into account in determining eligibility for income support. All assets are reviewed and recorded in the SDMT. For update purposes, bankbooks or statements for one month prior to the date of review should be verified to identify any unreported income sources. If there is reason to require additional information, any additional statements/bankbooks available to the recipient without incurring fees or charges will be requested. Where payment is required and the person is unable to cover the cost, alternate methods of verification should be explored, such as obtaining the information directly using the Consent to Disclose and Verify Information Form.

It is important to review bank balances in combination with other assets such as life insurance policies, funds held in trust and savings plans to ensure asset levels are within the prescribed amount. Once assets are verified and noted in the SDMT, a copy of the record is not required to be placed on the master file.

Verification of Shelter Costs: Accommodation costs are used to establish budgetary requirements and the amount of income support that the recipient will receive. Visual verification and electronic input of documentation related to shelter costs is limited to the minimum necessary to verify shelter costs up to the maximum. For example, if a single recipient pays rent of \$500 per month plus utilities, only visual verification of the rent is required as it exceeds the maximum shelter allowance for a single person.

Once the information has been visually verified, and input into the SDMT, verification of the shelter costs is not required to be placed on the master file. The following are acceptable sources of verification:

- Letter from landlord
- Rent receipt with landlord's name and number
- Mortgage statement or agreement for payments of principal and interest
- Loans for purchase of principal residence or necessary repairs of residence
- Taxes
- Premiums paid for dwelling and content insurance
- Common expenses for condominiums or cooperative housing units
- Statements or receipts for the payment of utilities, water, sewage and the rental of a furnace or hot water heater

- Statements or receipts for the cost of heat.

In a situation where a recipient does not use the income support amount provided for shelter toward their accommodation costs, an overpayment is not established. Rather, pay direct or trusteeship may be options to investigate to ensure the recipient retains their lodgings. See [Directives 6.2 Shelter Calculation](#), [10.1 Pay Direct](#) and [10.2 Trustees](#).

School Verification: Attending school and making satisfactory progress is a requirement for the inclusion of a dependent child in the benefit unit. Effective December 20, 2006, the Ministry of Education introduced legislation which requires all students, less than 18 years of age, to be in attendance at school unless they have already graduated.

As it is the school boards' responsibility, under the *Education Act* to monitor a student's school attendance, no verification of school attendance is required. However, where information received by the ODSP office indicates that a child is not attending school (e.g. a fraud allegation, information from the school, a declaration by the parent or child), verification of school attendance may be requested.

Report cards may be used to verify attendance as determined by the school. Generally report cards are available in December, March and June of each year. If verification of attendance is required immediately to confirm eligibility, the recipient may be requested to have the School Attendance (Form 2221) completed or submit a letter from the school/program on letterhead. Once visually verified and noted in the SDMT, a copy of the form or letter is not to be placed on file.

Participation Requirements for Non-Disabled Spouses and Dependent Adults:

Non-disabled spouses and dependent adults must comply with the employment assistance provisions in the Ontario Works regulation, unless they meet criteria for non-referral. If the person meets criteria for non-referral, he or she should not be referred to Ontario Works employment services.

Examples of criteria for non-referral include:

- having caregiving obligations to a family member who is ill, elderly or disabled;
- already engaged in employment activities such as looking for work or working (and participation in Ontario Works employment activities would not provide additional employment benefit).

In order to have their referral to Ontario Works waived, the person is required to provide appropriate documentation to verify their circumstances. The following are examples of appropriate documentation:

- a person who provides care to a family member must have their caregiving requirements verified by someone who provides support services to the household such as a doctor, nurse or personal care worker;

- a person in full-time school or training must provide verification from the school or training program to confirm that he/she is registered full-time.

Verification of Status in Canada: For all members of the benefit unit, documentation regarding status in Canada must be on file and the information recorded in the SDMT. If documentation is not on file, or if there has been a change of status in Canada, it must be provided at the time of the CVP review. Acceptable documentation includes:

- Certificate of Canadian Citizenship (large and/or wallet size);
- valid Canadian passport;
- Record of Landing;
- Permanent Resident Card;
- letter issued by CIC verifying permanent residence status;
- proof of application for landed immigrant or permanent resident status;
- Determination of Eligibility for refugee status (CIC form IMM1442 or IMM5292);
- Refugee Protection Claimant Document (CIC form IMM1442);
- Temporary Resident Permit (IMM1442 or IMM1263); or
- other acceptable document that confirms that the person is in Canada legally (such as the RFCI).

Ontario has an information sharing agreement with CIC. The nearest CIC office may be contacted for confirmation of a recipient's status in Canada.

Information Regarding Debts: Information regarding debts owed by the recipient is recorded in the Notes section in the SDMT. The information may be used to verify a recipient's debts and repayment requirements. Information sources of debts include the following:

- Credit Card statements;
- Loan agreements and outstanding balances;
- Letters of promise to pay individuals who have loaned the recipient money on the condition of repayment; and
- Letter from credit counselling agency.

Once the amount has been visually verified and the information recorded in the Notes section regarding the origin, date and amount of the debt, ensure that this Note is printed on the Application for Assistance, Part 1. A copy of the debt is not to be placed on the master file.

Note: Information related to an amount owed by a recipient may assist in determining eligibility at a future date if a situation arises regarding disposition of assets where the debt is paid using assets or income received by the recipient.

SDMT Flags

Flags are assigned to each benefit unit member in the SDMT to alert staff of specific conditions or incidents relating to each member. There are three categories of flags

that may be assigned to a benefit unit member: Safety, Service Delivery and Restricted File Access. Each flag is associated with a standard list of issues and corresponding definitions.

The need to assign or continue a Flag on a case should be based on the criteria set out in the Regional Office's Safety Manual. Additional direction including job aids may be found in SDM Help.

Suspension of Income Support

Where required information and documentation continue to be outstanding without reason, income support may be suspended. Suspension of a recipient's income support may only be imposed after all of the following conditions are met:

- the information and/or documentation requested is essential for the determination of eligibility or the accuracy of the entitlement; and
- the recipient has been given notice of what information and/or required documentation is outstanding; and
- the information and/or documentation is within the ability and power of the recipient to obtain.

Persons with disabilities may require additional time to obtain or access the necessary information required to verify eligibility for ODSP. Wherever possible, requests for additional time to obtain information should be granted. A test of reasonableness should be applied to determine the amount of additional time allowed to obtain the necessary information.

Where a recipient encounters barriers to obtaining the required documentation or is required to pay to get documentation and is unable to cover the costs, alternate methods of verification should be explored. Alternate methods could include obtaining the information directly from the source using the Consent to Disclose and Verify Information Form.

If a recipient whose income support has been suspended has made reasonable efforts to obtain the necessary information/documentation, he/she has met eligibility requirements and income support should be released.

The following scenarios outline when it is appropriate/inappropriate to suspend/cancel income support:

Scenario #1

Recipient notifies the Income Support Specialist that his/her rent has increased and is asked to provide verification of the new rental amount. Recipient is

already receiving the maximum shelter allowed under ODSP and rent was previously visually verified and noted in the SDMT.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

No. In the above example, the recipient is already receiving the maximum shelter allowed under ODSP and therefore the shelter allowance would not be increased. The information is not essential for determining eligibility or the accuracy of the entitlement.

2. Has notice been provided?

Not applicable. As the recipient is receiving the maximum shelter and no increase would be provided, it would not be appropriate to send notice to the recipient requesting this information.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

Not applicable. The information is within the ability/power of the recipient to obtain; however, it is not essential for the determination of eligibility/accuracy of entitlement.

Condition 1 cannot be met and therefore income support should not be suspended/cancelled.

Scenario #2

The Income Support Specialist requests verification of school records for a 10-year old dependent child. The information is not provided.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

No. Under the *Education Act*, it is the responsibility of school boards to monitor school attendance and satisfactory progress for children under the age of 18 and therefore, school records should not be requested.

2. Has notice been provided?

Not Applicable. It would not be appropriate to send a letter to the recipient requesting verification of school attendance for a child under age 18.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

Not applicable. The information is within the ability/power of the recipient to obtain; however, as stated above, it is not essential for the determination of eligibility/accuracy of entitlement.

The requested information is not essential for determination of eligibility or accuracy of entitlement. Therefore, condition 1 cannot be met and income support should not be suspended/cancelled.

Scenario #3

A recipient reports that his wife has just given birth to their third child. A review of the file indicates that no previous information was provided that the spouse was pregnant. The recipient is asked to provide birth verification for the additional dependant. The information is not provided.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

The information requested is essential for the determination of the accuracy of the entitlement. However, the information is not necessary to determine the eligibility of the rest of the benefit unit.

2. Has notice been provided?

Written notification is sent to the recipient informing him what information is required (e.g. hospital record of birth or a confirmation by the Registrar General of the notice of birth registration) and the impact of not providing the information.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

The recipient advises the worker that they have applied to the Registrar General to obtain birth registration; however, they have been informed that the waiting period is three months. Recipient provides the hospital bracelet for the child and agrees to provide the notice of birth registration once it has been received.

Although conditions 1 and 2 have been met, the information is not in the power of the recipient to obtain and in the interim they have provided an alternative proof of birth. Therefore, condition three cannot be met and income support should not be suspended/cancelled. The dependent child should be added to the ODSP benefit unit.

Scenario #4

A file review was completed for a recipient who has been in receipt of income support for 15 years. The recipient's file was missing verification of landing records, however a birth certificate is provided showing he was born in England. The CVP was completed and the recipient was asked to provide a copy of his landing records. The recipient provided verification that he had contacted CIC's Case Processing Centre and that record of his landing papers were not on file. The letter from CIC was provided to the office as verification of his efforts to obtain the required information.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

The information requested is essential for the determination of eligibility.

2. Has notice been provided?

As part of the CVP review, written notice was sent to the recipient requesting his landing records.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

The recipient made reasonable efforts to obtain the required information; however, it was not within his ability and power to obtain the documentation. Verification and audit requirements would be met by documenting that the required information was requested and that the recipient was unable to obtain the information. The letter from CIC would be placed on file to substantiate that reasonable efforts were made to obtain the required information. This verification would not be brought forward (BF'd) or required at the next CVP.

Although condition one and two were met, condition three was not and as a result, income support would not be suspended or cancelled.

Scenario #5

Recipient is in receipt of the Extended Health Benefit. He receives a notice to provide copies, for the past 12 months of all prescription costs, dental costs and bank statements. The letter states that the information must be provided within 10 days or the income support will be suspended.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

The documentation requested is essential for determining eligibility for the Extended Health Benefit.

2. Has notice been provided?

A written notice was sent to the recipient outlining the information that was required.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

The documentation is within the ability and power of the recipient to obtain, however, it is unreasonable to request him to obtain this information within ten days.

In this example, income support should not be cancelled. The recipient should be provided with a reasonable time period to obtain the documentation.

Scenario #6

It is winter when a recipient attends a CVP interview and provides all the documentation requested on the advance list. During the interview, a review of the third party checks indicates that she has a second property in another province that may be worth more than the allowable asset limit. The recipient is given a letter requesting documentation of the property, along with its value. According to CVP standards, two weeks is provided to the recipient to submit the information.

The recipient has limited mobility making it difficult for her to go outside, particularly during bad weather months, to get to her bank and/or lawyer to pick up the documentation.

Before income support can be suspended/cancelled all three conditions of eligibility must be met.

1. Is the information and/or documentation requested essential for the determination of eligibility or the accuracy of the entitlement?

The documentation requested is essential for determining eligibility for the ongoing income support.

2. Has notice been provided?

A written notice was given to the recipient outlining the information that was required.

3. Is the information and/or documentation within the ability and power of the recipient to obtain?

The documentation is within the ability and power of the recipient to obtain, however, it is unreasonable to request her to obtain this information within two weeks taking into consideration her physical limitations compounded by the difficulties related to the seasonal weather.

In this example, income support should not be cancelled. The recipient should be provided with a reasonable time period to obtain the documentation.

HYPERLINKS ASSOCIATED WITH THIS POLICY DIRECTIVE

Related Directives:

[2.5 Tourists, Immigrants, Refugees and Deportees](#)

[4.4 Transfer of Assets, Inadequate Consideration](#)

[4.7 Funds Held in Trust](#)

[4.8 Life Insurance Policies](#)

[5.4 Self-Employment Income](#)

[5.6 Private Home Day Care Providers](#)

[5.7 Farm Income](#)

[5.15 Spousal and Child Support](#)

[6.2 Shelter Calculation.](#)

[10.1 Pay Direct](#)

[10.2 Trustees](#)

Bulletins:

2007-09 Verification Requirements - Driver's Licence

Memos

May 8, 2006: Streamlined ODSP Intake Process