

QUICK REFERENCE GUIDE

EI PENDING - HARDSHIP (CODE C) *(Updated August 29, 2013)*

- Hardship assistance is issued under Code C to applicants for income assistance who meet all other conditions of eligibility except they are waiting for EI benefits.
- Applicants or recipients with the *Persons with Disabilities* (PWD) designation, who are awaiting EI benefits, should be issued *disability assistance* rather than hardship Code C.
- Hardship Code C is not available during the two-week EI waiting period, but another hardship code (Awaiting Other Income - **Code P**) may apply.
- Applicants requesting assistance while awaiting Employment Insurance (EI) need to be advised of the Assignment of Benefits (AOB) process.
- In order to minimize the recovery amount from clients' EI benefits, only the minimum amount of hardship assistance should be issued.
- Close monitoring of the status of an EI claim is required through WebAOBLink.

Assessing *likelihood* of EI eligibility:

Staff could review the applicant's *Record of Employment* and access the EI website (Service Canada) to determine how many hours a client needs to qualify for EI benefits (by entering the client's postal code). Refer clients to EI, if they are likely eligible.

Clients (Active or Reachback EI) can verify their EI eligibility with a copy of current or previous EI Part 1 claim information from Service Canada's [My Service Canada Account](#).

PROCEDURES	INCOME ASSISTANCE	EMPLOYMENT INSURANCE
<p>Step 1</p> <p>CONFIRMATION OF EI CLAIM</p>	<p>Ensure that all applicants for income assistance who are eligible for hardship Code C are aware that payments made by the ministry while they are awaiting EI benefits will be deducted from their EI cheques.</p> <p>Before issuing hardship Code C, verify that the applicant has applied for EI with Service Canada and assess the <i>likelihood</i> that the client will receive EI.</p> <p>The status of the client's EI claim must be reviewed on WebAOBLink prior to issuing the initial and any subsequent assistance to determine if a claim has been filed, approved/denied or paid.</p> <p>Procedures for WebAOBLink:</p> <ul style="list-style-type: none"> • E-mail your team contact using the following format: <ul style="list-style-type: none"> • Subject Line: WebAOBLink & Region # • Body Text: Client Name, SIN & PID # <p><i>Note:</i> Delete email once request is processed.</p>	<p>Applicants for EI serve a 2-week unpaid waiting period before EI benefits are paid.</p> <p>Earnings such as vacation pay or severance pay made or allocated during the 2-week waiting period, will be deducted in the first 3 weeks for which the EI benefit is otherwise payable following the waiting period.</p> <p>Hardship Code C will be recovered from EI benefits only if consent for the recovery (an EI AOB form) is obtained from the applicant in</p>

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	<p>It is mandatory for clients to apply for EI and sign an EI Assignment of Benefit (AOB) form (HR2528) prior to receiving hardship Code C.</p> <p>For applicants or recipients with the PWD designation, who are awaiting EI benefits, a manual EI Assignment of Benefit (AOB) form (HR2528) is to be completed until the recipient receives EI benefits or is found to be ineligible for EI.</p>	<p>writing prior to issuing the assistance.</p> <p>The first EI payment should be within 28 days from the date the EI application was received.</p> <p>EI benefits are paid in arrears for weekly periods from Sunday to Saturday.</p>
<p>Step 2</p> <p>EI 2-WEEK WAITING PERIOD</p>	<p>During the two-week EI waiting period, hardship assistance may be issued under the Awaiting Other Income (Code P) category. The two week waiting period begins after applicant's last day of employment. The applicant is required to sign a Promise to Pay (HR2664).</p> <p>For applicants or recipients with the PWD designation, who are awaiting EI benefits, a repayment agreement is not to be taken for the two-week EI waiting period.</p>	<p>EI benefits do not apply during the two-week EI waiting period.</p> <p>There is no risk of dual payment for this period.</p>
<p>Step 3</p> <p>HARDSHIP ASSISTANCE - CODE C</p> <p>DEFINITIONS:</p>	<p>After the two-week EI waiting period, the hardship Code C may be issued.</p> <p>An EI AOB must be completed and signed by the applicant each time they receive hardship Code C. The signed EI AOB must be scanned.</p> <p>In cases where a client's spouse is awaiting EI, the spouse must complete and sign the AOB agreement. If more than one family member is waiting for EI, the EI AOB should be completed only by the applicant who is most likely to receive EI.</p> <p>Please note: Eligible applicants with the PWD designation awaiting EI benefits receive disability assistance, <u>not</u> hardship assistance, after completing and signing the manual EI AOB form (HR2528).</p> <p>Terms – EI AOB Form</p> <p>AOB period – the period during which hardship assistance under Code C is recovered from EI benefits when the client received both for the same</p>	<p>Dual Payment – is the lesser of:</p> <ul style="list-style-type: none"> • the weekly EI benefits, or • the weekly amount of hardship assistance paid to the same client for the same week. <p>Dual payments are recoverable payments.</p> <p>Dual payments will be deducted from the applicant's EI cheque according to the signed EI AOB.</p> <p>Only the portion of clients' EI weekly benefits which exceeds MWLA can be deducted by Service Canada to reimburse the</p>

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	<p>time.</p> <p>Minimum Weekly Living Allowance (MWLA) – the maximum monthly amount of income or disability assistance for the specific family unit divided by 4.33 and rounded down to the nearest dollar. MWLA applies each week of the AOB period.</p> <p>Weekly Amount – the amount of issued hardship assistance divided by the number of Sundays within the AOB period and rounded down to the nearest dollar.</p> <p>Start Week Date – Sunday of the first week of the AOB period for which hardship assistance was issued.</p> <p>Last Week Date – Sunday of the last week of the AOB period for which hardship assistance was issued.</p> <p>Last Week Amount – the amount of issued hardship assistance divided by the number of Sundays within the AOB period. The last week amount includes amounts 'rounded off' in the earlier weeks.</p> <p>Hardship Assistance – AOB: Update ALL U Screen Complete the UIA A screen</p> <p>Ensure that all sections of the EI AOB form have been completed (applicant signature, date, ministry worker signature and date, and date of payment).</p> <p>Please note: Signed EI AOBs must be scanned. Administrative staff submit EI AOB with a copy of the New UI Assignment List to FASB on a weekly basis, preferably on Mondays.</p>	<p>ministry.</p>
<p>Step 4</p> <p>CONTINUING WITH CODE C</p>	<p>The status of the EI claim must be confirmed every month using WebAOBLink.</p> <p>Eligibility for hardship code C is established each month.</p> <p>Confirming clients' EI status every month ensures appropriate assessment whether further hardship is required.</p> <p>NOTE: The lesser the hardship issued, the smaller the recovery amount from EI payments.</p>	<p>Only the portion of clients' EI weekly benefits which exceeds MWLA can be deducted by Service Canada to reimburse the ministry.</p>
<p>Step 5</p>	<p>Client is Not Eligible for EI</p> <ul style="list-style-type: none"> Assess the client for income assistance. 	<p>Client does not receive EI benefits.</p>

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<p>EI ELIGIBILITY</p>	<ul style="list-style-type: none"> • Because there are no duplicate payments, no repayments are necessary. • Complete a Credit Memo for the amount of hardship assistance issued under Code P (confirm the amount on the Promise to Pay). <p>Client is Eligible for EI Once the weekly EI rate is known and payments are scheduled to begin, assess the client for any further eligibility:</p> <ul style="list-style-type: none"> • EI rate exceeds income assistance rates – the client is no longer eligible for income assistance. • EI rate less than income assistance rates – the client may be considered for income assistance and EI benefits received are treated as unearned income. Establish the monthly reporting period. 	<p>Client receives EI benefits.</p>
<p>Cancelling EI AOB</p>	<p>If the imprest or computer cheque is printed and then cancelled:</p> <ul style="list-style-type: none"> • Update UIA A Screen by entering Code "5" (PCANCL) • Print and scan cancelled EI AOB • Comment <p>Staple the cancelled and original EI AOB (signed or unsigned) and send to FASB immediately.</p>	<p>EI AOB cancellations avoid accidental deductions from EI benefits.</p>
<p>OLR → Hardship → Awaiting EI Benefits – Code C → Policy https://gww.hsd.gov.bc.ca/intranet/meia/online_resource/hardship/code_c/current/policy.html</p> <p>ADDITIONAL RESOURCES:</p> <p>Human Resources and Social Development Canada (HRSD) website http://srv129.services.gc.ca/eiregions/eng/postalcode_search.aspx</p> <p>Service Canada (homepage) http://www.servicecanada.gc.ca/eng/home.shtml</p> <p>My Service Canada Account – for Active or Reachback EI clients to verify they meet EI client eligibility (print current or previous EI Part 1 claim information) http://www.servicecanada.gc.ca/eng/online/mysca_byp.shtml</p> <p>EI Telecentre toll-free number: 1 800 206-7218 To help clients determine and confirm their Reachback eligibility</p>		

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Example:

Mr. X is a single employable client. For the period of February 1 - 28, 2009, he received \$610 as hardship assistance and \$200 EI benefits for each week of February.

Recoverable Amount	\$610	Hardship assistance (HA) issued for February 2009.
Weekly HA Amount	\$152	HA issued divided by number of Sundays within that month (\$610:4) and rounded down to the nearest dollar.
Last Week Amount	\$154	HA last week payment in the AOB period (including cents from the weekly HA (\$0.5 x 4=\$2 + \$152)).
Minimum Weekly Living Allowance	\$141	Unit 1 rate divided by 4.33.
Payable EI Benefits	\$200	EI weekly rate.
Dual Payment	\$152	The lesser amount of EI or HA received for the same week.

1 st AOB Agreement	EI Payable	Dual Payment	HA Recovery	EI Received
Week of Feb.1	\$200	\$152	\$59	\$141
Week of Feb.8	\$200	\$152	\$59	\$141
Week of Feb.16	\$200	\$152	\$59	\$141
Week of Feb.22	\$200	\$154	\$59	\$141
TOTAL:	\$800	\$610	\$236	\$564

MWLA

Total HA & EI received: \$1,174 in (\$610 + \$564)

Note: Recovery of \$374 (\$610 - \$236) is transferred to March 2009.

No AOB Agreement	EI Payable	Dual Payment	HA Recovery	EI Received
Week of Mar.1	\$200	\$0	\$59	\$141
Week of Mar.8	\$200	\$0	\$59	\$141
Week of Mar.15	\$200	\$0	\$59	\$141
Week of Mar.22	\$200	\$0	\$59	\$141
Week of Mar.29	\$200	\$0	\$59	\$141
TOTAL:	\$1,000	\$0	\$295	\$705

MWLA

Total EI received: \$705 (\$1,000 - \$295)

Note: There is no AOB agreement for March 2009. The amount of \$374 cannot be deducted as a lump sum because each EI payment should allow for MWLA of \$141. The client still owes \$79 that will be collected in April 2009.

No AOB Agreement	EI Payable	Dual Payment	HA Recovery	EI Received
Week of Apr.5	\$200	\$0	\$59	\$141
Week of Apr.12	\$200	\$0	\$20	\$180
Week of Apr.19	\$200	\$0	\$0	\$200
Week of Apr.26	\$200	\$0	\$0	\$200
TOTAL:	\$800	\$0	\$79	\$721

MWLA

Total EI received: \$721 (\$800 - \$79)



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