

Stage One: Application Process Script

December 16, 2011

Stage One Process

1. Overview - describe Stage 1 process
2. Consent
3. Identification
4. **Verify applicant information**
5. **Person Name Search**
6. Assessment: Immediate Need, Other Exemptions, or Three-week Work Search
7. Advise client of assessment
8. Three-week work search
9. Explain other eligibility issues: Family Maintenance and Verification
10. Provide orientation information and discuss responsibilities
11. Ensure AP 1-5 screens are complete
12. **Discuss documents required**
13. Outstanding warrant verification
14. Summarize/close conversation

Process	Rationale	Suggested Script
<p>If returning a call to a citizen wishing to proceed with the application process – query to ensure this is a convenient time to have the conversation.</p>		<p><i>I am calling in response to your request for income assistance. The process will take a few minutes; is this a good time to complete this part of the process?</i></p> <p><i>If not, you have the option to call back or we can call you back at another time.</i></p>
<p>1. Overview - Describe Stage 1 process</p>	<p>Confirm person is applying for income assistance. Explain stages of the application process.</p> <p>Note: Applicants are not required to be determined eligible for income assistance prior to applying for disability assistance. However,</p>	<p><i>We will now continue with Stage 1 of the application process and assess whether you are required to conduct a three-week work search prior to scheduling an eligibility interview or if you meet an exemption.</i></p>

Process	Rationale	Suggested Script
	<p>they must complete the intake process, sign an application, and have an open GA file (in pay or not) before a PWD application can be adjudicated by HAB.</p>	
<p>2. Consent</p>	<p>Ensure that client has understood the consent prior to this time. If not, explain consent in detail and have client sign or give verbal consent.</p> <p>If a couple is applying, you must speak to both the main applicant and the spouse to verify their consent. This is to avoid information breaches that may be caused by a person including a spouse on their application who is not aware of the application and who has not provided consent.</p> <p>Client must be aware that this is the trigger to collect/gather, retain and verify their personal information.</p> <p><u>Outstanding Warrant</u> If applicant answered 'Yes' or is unsure whether an outstanding warrant exists, explain that we will verify with their consent.</p> <p><u>Discontinuance/Reduction of IA (Outstanding Sanctions)</u> If applicant answered 'Yes' or is unsure whether they have been discontinued from IA or had their assistance reduced, explain that we will verify with their consent.</p>	<p>Speak to the main applicant <u>and spouse</u>, and go through consent with both of them.</p> <p><i>You have signed (or given) your consent.</i></p> <p><i>This means you are consenting to the ministry collecting and using your personal information, and verifying that information with third parties. This may include third party databases such as Equifax, ICBC, and BC Assessment, to verify your application information.</i></p> <p><i>You are legally required to provide information that is true and complete. Inaccurate or incomplete information may affect your eligibility for assistance.</i></p> <p><i>We will also take action to confirm whether or not an outstanding arrest warrant does exist and notify you as soon as possible.</i></p> <p><i>We will also look at your history of assistance to see whether you have any outstanding sanctions. This may include periods of ineligibility, rate reductions or being assessed for repayable hardship in the case of a lifetime ban.</i></p> <p><i>Do you wish to proceed with the application process?</i></p> <p>[If Yes] <i>We will now gather information to assess your eligibility.</i></p>
<p>3. Identification</p>	<p>Determine whether applicant has identification.</p>	<p><i>What ID do you have?</i> <i>What ID does your spouse have?</i></p>

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	<p>If no, refer to Identification Script and procedures. If applicant has no ID or insufficient ID, they may need the CIP process.</p> <p>If yes, and face-to-face service, scan to ICM. If remote service, record #'s on HST.</p>	<p><i>You will each need to provide two pieces of ID, one of which must be photo ID. You will also need to verify your Social Insurance Number, (or SIN).</i></p>
<p>4. Verify Applicant Information</p>	<p>If a couple is applying, it is important to speak to <u>both</u> the main applicant and the spouse to verify their information. This is to avoid information breaches that may be caused by a person mistakenly providing inaccurate information (e.g., misspelling their spouse's name, or giving an inaccurate birthdate).</p> <p>The best way to verify applicant information is to have the applicant provide it to you, NOT by asking the applicant if the information you have is correct.</p> <p>A street address, not a post office box, must be provided for third party checks. Even in rural areas where mail is delivered using box numbers or rural route addresses, the residence has a street address attached to it. It is this address that must be provided for third party checks.</p> <p>The top address line on the system is for the mailing address (or the physical address if it is also the mailing address). If mailing and physical are different, the physical address goes on the second line. The postal code has its own field. Confirm that the postal code is for the mailing address (if the physical and mailing address are different).</p>	<p>Speak to main applicant and spouse, and verify their information with each of them.</p> <p>ASK: <i>Can you spell your full legal name for me?</i> [NOT: Your name is Joe Darrel Smith, right?]</p> <p>ASK: <i>What is your birthdate?</i> [NOT: I have June 14, 1972 as your birthdate, is that correct?]</p> <p>ASK: <i>What is your middle name? Can you spell that for me, please?</i> [NOT: Do you spell your middle name D-A-R-Y-L?]</p> <p>ASK: <i>What is your mailing address? What address do you live at? Can you spell the street name for me? What is the postal code for your mailing address?</i> [NOT: You live at 123 Carmen Street – do you spell that C-A-R-M-A-N?]</p> <p>Recommended Address Format:</p> <p>Mail: RR#4 PO Box 12 123 Riverside Road Smalltown, BC V1V 1V1</p> <p>NFA Applicants:</p> <p>If the applicant does not have a current residence and they have never had an assistance file, ask them to provide their last known address for third party checks.</p>

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	<p>Update the application information as needed to include the street address. Add “Street”, “Road” or “Avenue” if the applicant did not include it. If the street is well known in your community (e.g., Government Street, Victoria), it may not be necessary to ask about the spelling. However, if there is any potential for confusion, you must ask the applicant to verify the information (e.g., McKenzie Avenue, Victoria, or MacKenzie Street, Victoria? Main Street or Mayne Street?).</p> <p>Note: the spelling of the address must be correct, and the full address must be spelled out on the application with no abbreviations except for “BC”. Abbreviations should ONLY be used if there is not enough space in the field to write the address out in full.</p>	<p>Do NOT put the last known address into the address field in the system. Instead, enter the last known address to the <i>Notes tab</i> and add a comment that this is the last known address for third party checks. Ensure that the applicant’s current address status is NFA.</p>
<p>5. Person Name Search</p>	<p>While in contact with the applicant(s), conduct both of the needed searches to determine whether applicant(s) and any dependents have a previous file in the system.</p> <p>Search on each applicant and dependent’s SIN number, and their demographic information (all known variations of their last name(s), first initial, and year of birth) to ensure you are not creating duplicate files.</p> <p>See the Training and Other Resources tab under SSAA Resources for more information on how to conduct the <i>MIS Find</i> (SIN Q) and <i>Manual MIS Search</i> (PNS).</p>	<p>These searches should occur while you are speaking to the applicant, so that you can verify information as required to determine whether potential matches are in fact correct.</p> <p>ASK: <i>Have you ever received assistance before?</i></p> <p>ASK: <i>Have you ever used another name?</i></p> <p>If you find potential matches:</p> <p>ASK: <i>It looks like you may already have a file here. Have you ever lived in Kelowna? What was your address there?</i></p> <p>If applicant has a previous file with an outstanding sanction:</p> <p>Explain the type of sanction and its impact on eligibility for assistance to the applicant.</p>

Process	Rationale	Suggested Script
<p>6. Assessment: Immediate Need, Other Exemption, or Three-Week Work Search</p>	<p>Assess whether applicant:</p> <ul style="list-style-type: none"> ➤ Has an immediate need, or ➤ Meets other exemption criteria, or ➤ Must complete a three-week work search. <p>Note: The ministry must be proactive in identifying an immediate need.</p> <p>Determine if applicant's need meets any immediate needs criteria below:</p> <ul style="list-style-type: none"> • Immediate need for food • Immediate need for shelter • Immediate medical need <p>Applicants are expected to exhaust all personal assets and available income to meet immediate needs. Pending income must not be taken into consideration in determining whether an applicant has an immediate emergency need unless the pending income is expected in time to meet the immediate need.</p> <p>ICM/MIS: Record relevant details on PA File.</p> <p>This is not a complete list. For additional exemptions, see the full list under three week work search policy in the OLR.</p>	<p>To better serve you, we need to ask you some questions.</p> <p>Immediate Needs:</p> <p>Food:</p> <ul style="list-style-type: none"> • Do you have any food? • How much food do you have? • Has your doctor told you that you have any special dietary needs? (e.g., diabetes, high protein diet, etc.) <p>Shelter</p> <ul style="list-style-type: none"> • Do you have a place to stay? • Are you awaiting admission to a treatment centre? <p>Utilities</p> <ul style="list-style-type: none"> • Have you received a disconnection notice for any essential utility? (e.g., BC Hydro) <p>Medical</p> <ul style="list-style-type: none"> • Do you need urgent medical attention such as medical supplies, prescription medicine, or medical treatment? • How much medicine do you have left? <p>Resources</p> <ul style="list-style-type: none"> • Do you have any resources you can use to meet these needs? <p>Other Exemptions:</p> <ul style="list-style-type: none"> • Are you fleeing an abusive spouse or relative? • Do you have a physical or mental condition that prevents you from looking for work? • Are you a person with disabilities (PWD)? • Can you legally work in Canada? • Are you 65 years of age or older?
<p>7. Advise Client of Assessment</p>	<p>Record outcome of assessment in the applicant's electronic file.</p> <p>If client meets the INA criteria</p>	<p>If applicant has an immediate need or meets the other exemption criteria:</p> <p><i>You will proceed directly to Stage 2</i></p>

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	<p>proceed through application process including eligibility interview (Stage 2).</p> <p>If the client meets any other exemptions, proceed right away if there is the ability to do so; if not, book the next available eligibility appointment.</p> <p>Note: If any person in the family unit has an immediate need for food, shelter or urgent medical attention or is a Person with Disabilities (PWD), the entire family unit is exempt from the three-week work search.</p> <p><i>When discussing employment obligations with applicants, the focus should be on employment first, particularly for clients with employment obligations. This applies whether or not applicants are required to complete a three week work search. Employment may be an appropriate goal for many clients even if they do not have employment obligations.</i></p> <p>Note: If an applicant's circumstances should change, then a reassessment may be required. Applicants should be advised to come back right away if they have an immediate need for food, shelter or urgent medical attention.</p>	<p><i>of the application process to assess your eligibility.</i></p> <p><i>In view of your immediate need, an eligibility interview (intake appointment) will be scheduled_____. (Now or first possible interview date within the next business day).</i></p> <p>Note: Those applicants fleeing abuse will have an eligibility appointment within one business day. Those applicants meeting the other exemption criteria will have an eligibility appointment within five business days.</p> <p>Note: If eligibility cannot be assessed soon enough to meet an applicant's immediate need, in the interim staff must ensure applicants are provided with or are informed of and directed to other available resources (e.g., meal tickets, bus tickets for local travel, shelter referral, etc.) until the interview can be held and eligibility can be determined. (The 14-day touchback and three-week work search are waived).</p> <p>If applicant must complete a Work Search: <i>You are required to complete a three-week work search before an eligibility interview can occur. During this time, should you find yourself in immediate need of assistance, please contact the ministry for a reassessment.</i></p> <p><i>For those required to conduct a three-week work search, the application process is divided into two stages, plus a 14-day touch back session.</i></p>

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		<p>Note: Review of exemptions and continue to complete steps 7 to12 if applicable.</p>
<p>8. Three-Week Work Search <i>(Skip step if exemptions apply)</i></p>	<p>Explain that the ministry requires applicants (who do not meet the exemption criteria, including those with an immediate need) to complete a three-week work search prior to completing an application.</p> <p>Explain what a reasonable work search is and determine what is required of the applicant to satisfy the requirements.</p> <p>Use the Three-Week Work Search Activities Guidelines form to develop what activities will be required. (Standard is five activities per day.)</p> <p>Provide the applicant with access to the Independent Work Search Tool Kit (http://www.hsd.gov.bc.ca/publicat/toolkit/index.htm), and with the completed Three-Week Work Search Activities Guidelines (SD3115), review the reasonable work search expectations. If discussing in person, issue work search materials. If discussing by telephone, applicant to be offered 3 options:</p> <ol style="list-style-type: none"> 1. Pick up materials at EAO 2. Mail materials 3. Fax materials <p>ICM/MIS: Comment relevant details on the PA file.</p>	<p><i>All adult members applying for income assistance that are not exempted, <u>must</u> complete searches for employment for the three weeks immediately following the date of application.</i></p> <p><i>If you are still in need of assistance at the end of that period, you will be seen for an eligibility interview. If, however, the ministry determines that you did not complete the three-week work search as directed, <u>you may be denied an eligibility interview.</u></i></p> <p>Note: Worker to consider if applicant has any limitations which may impact an effective work search.</p> <p><i>The ministry has work search guidelines. Your work search should demonstrate regular and ongoing attempts to find employment and must not be restricted to a particular job or wage range. We will now outline what you will need to accomplish in order to satisfy the three-week work search requirements. (Discuss activities to be completed.)</i></p>
<p>9. Explain other eligibility issues (all applicants)</p>	<p>Explain conditions of eligibility:</p> <ul style="list-style-type: none"> • Family Maintenance Program <p>Explain that the ministry requires that all applicants entitled to either</p>	<p><i>Other things which may affect your eligibility:</i></p> <ul style="list-style-type: none"> • <i>The ministry's Family Maintenance Program helps</i>

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	<ul style="list-style-type: none"> Outstanding warrants <p>Income or disability assistance will not be provided to adults with outstanding warrants until their warrant has been resolved.</p> <p>However there are repayable warrant supplements available for warrant holders.</p> <p><u>Exemptions from ministry consequences for Outstanding Warrants:</u></p> <ul style="list-style-type: none"> Under the age 18 Pregnant End stage of life-threatening illness or disease 	<ul style="list-style-type: none"> <i>If you answered 'Yes' that you have an outstanding arrest warrant or you are unsure whether an outstanding warrant exists, the ministry will verify to confirm existence of any outstanding arrest warrants under the Immigration and Refugee Protection Act (Canada) or for any offences that may be prosecuted by indictment.</i> <i>You will not be eligible for assistance if the third party check conducted by Ministry of Public Safety and Solicitor General confirms that you do have an outstanding warrant</i> <i>Although you may not be eligible for income or disability assistance when it is confirmed that outstanding warrants do exist, there are repayable warrant supplements that you may be eligible for.</i> <i>If your child or dependent has an outstanding warrant, is he/she under 18 years of age?</i> <i>If you are pregnant and have an outstanding warrant can you please provide confirmation in writing of your pregnancy from a medical practitioner, nurse practitioner, or a registrant from College of Midwives of BC?</i> <i>If you are terminally ill and have an outstanding warrant can you please provide confirmation in writing from a medical practitioner or nurse practitioner?</i>
<p>10. Provide Orientation information and discuss responsibilities (all applicants)</p>	<p>Exemptions to the Orientation:</p> <ul style="list-style-type: none"> persons who have reached age 65 persons who do not meet the citizenship requirements 	<p><i>The ministry requires you to have an orientation prior to being assessed for income assistance. It can be provided in person, by telephone or by completing the application on line.</i></p>

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	<ul style="list-style-type: none"> persons who have a physical or mental condition that precludes completion of the orientation program <p>The worker can use discretion in the delivery of the orientation information (i.e., online or in person). Ask if the applicant has difficulty in using the computer, or reading, or filling out forms. If so, offer appropriate assistance.</p> <p>Determine if the applicant has access to any other income. If there are other sources (e.g. CPP benefits, EI, etc.); ensure that the applicant is aware that failure to pursue income may affect their eligibility for assistance.</p> <p><u>CPP Benefits</u></p> <ul style="list-style-type: none"> Applicants who turn 60 years of age should be assessed on a case-by-case basis for early CPP retirement eligibility; Applicants who have PWD status should be assessed for CPP disability; Applicants who are the surviving legal or common-law spouse of a CPP contributor should be assessed for CPP survivor; <p>Applicants that fit one of the above categories are to be advised if they are found eligible for income assistance, they will be required to complete a CPP application. For more information, applicants may be directed to 1-800-OCanada.</p> <p><u>Employment Insurance (EI)</u></p> <ul style="list-style-type: none"> Maternity, parental and illness; Loss of employment; 	<p>Note: Inform applicants of resources for completing the application on line, such as computers in public libraries, government agents, advocacy centres, and ministry offices. Explain that staff can help those who have barriers to having the orientation.</p> <p><i>I would also like to take this opportunity to remind you of several tax credits that may be available to you by filing your income tax. If you need more information on those credits or how to file your taxes I can provide you with the number for Canada Revenue Agency.</i></p> <p><i>The ministry requires that you pursue all other sources of income or means of support as a condition of eligibility for income assistance. This includes any CPP or EI benefits for which you may be eligible.</i></p> <p><i>Once you apply for CPP or EI benefits, you may be eligible for repayable hardship assistance until you start receiving CPP or EI benefits.</i></p>

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	<ul style="list-style-type: none"> • Specific situations (teachers, self-employed, farmers, independent workers, and workers / residents outside Canada); • Fishing; • Compassionate care; <p>If applicant fits one of these categories, advise to apply for EI.</p> <p>Note: Need to discuss Hardship Assistance benefits with applicant and impact. Provide applicant Assignment of Benefits brochure.</p> <p>Remind citizens that by filing their income tax they will be assessed for tax credits such as GST, BC tax credit, Family Bonus and the Carbon tax credit.</p> <p>Update the PRE Screen – Potential Income Sources</p> <p>ICM/MIS: Comment relevant details on the PA file.</p>	
<p>11. Discuss documents required</p>	<p>(Ask probing questions on each eligibility criteria item to begin information collection process).</p> <p>ICM: Record on PA case notes any documentation reviewed or required, and determine what other items need verification before making an eligibility decision.</p> <p>Provide Stage 1 documents from Central Forms page</p> <p>Link to: Opening a Bank Account</p> <p>Link to: Low Cost Accounts</p>	<p>Note: Advise the applicant of all documents he or she will need to provide prior to or at eligibility interview. Advise applicant they must be fully prepared, as not having documentation may result in a delay or denial of assistance.</p> <p><i>You need to provide documents to confirm your identity and situation. Please make every effort to obtain all the required documents. If you do not bring everything that's needed to establish your eligibility, it may result in delays or the denial of your application for assistance.</i></p> <p>(Provide Stage 1 documents from</p>

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		<p>Central Forms page)</p> <p><i>The ministry provides income assistance through direct deposit to a bank or credit union account. We have provided you a Direct Deposit Request form to have filled out prior to your eligibility interview</i></p>
<p>12. Third Party Checks and Verification</p>	<p>Mandatory third party checks are conducted by START on each applicant between Stage 1 and Stage 2, provided consents have been signed or a verbal consent has been obtained. (See link.)</p> <p>Worker's role is to thoroughly explain third party check process to the client.</p> <ul style="list-style-type: none"> • Personal Property Registry • BC Assessment (BC Online) • ICBC • Equifax • Canada Revenue Agency (CRA) <p>Personal Property Registry Guidelines</p> <p>BC Assessment Guidelines</p> <p>ICBC</p> <p>Once all outstanding documents have been submitted, review and verify information. Refer to regional guidelines to determine when a file should be closed due to no contact.</p> <p>ICM/MIS: Record relevant details on PA case notes.</p>	<p><i>The third party checks have been explained to you when you signed your consents (gave your consent). We will be conducting these checks prior to your eligibility interview and will contact you if we require further information or need to clarify anything prior to your interview.</i></p>
<p>13. Outstanding Warrant Verification</p>	<p>Conduct outstanding warrant verification, only when ministry is made aware that the applicant may</p>	<p>Note: the suggested script above for third party check includes verification of outstanding warrants.</p>

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	<p>have an outstanding warrant, provided consents have been signed.</p> <p>Note: if the warrant holder is under the age of 18, ministry cannot ask about or check for warrants. Family unit may still be eligible for assistance.</p>	<p>A separate script for this verification will not be required.</p>
<p>14. Summarize / close conversation</p>	<p>Summarize / close call.</p> <p>If applicant wishes to proceed: proceed with standard process for creating a PA file, setting up an interview or call-back date, etc.</p> <p>If applicant does NOT wish to proceed: set SSAA to be abandoned after applicable time period.</p> <p>Explain Direct Deposit</p> <p>Provide the following web sites or mail to the applicant: (if appropriate)</p> <ul style="list-style-type: none"> • Three-Week Work Search Activities Guidelines (SD3115) http://www.hsd.gov.bc.ca/forms/pdf/HR3115.pdf • Work Search Activities Record (SD077) http://www.hsd.gov.bc.ca/forms/pdf/HR0077.pdf • Direct Deposit Request form (SD2648) http://www.hsd.gov.bc.ca/forms/pdf/HR2648.pdf • Direct Deposit brochure http://www.hsd.gov.bc.ca/publicat/pdf/direct_deposit.pdf • Reconsideration and Appeals brochure http://www.hsd.gov.bc.ca/publicat/bcea/appeal.htm 	<p><i>Do you still wish to proceed with your application?</i></p> <p><i>Direct Deposit is the preferred method of payment. Please complete the Direct Deposit Request form and bring it with when you attend your eligibility interview which is Stage Two of the application process.</i></p> <p>Note: Advise applicant of the benefits of direct deposit with suggested responses from the direct deposit benefit statements.</p> <p><u>Applicants with an exemption to the three-week work search:</u> <i>Unless you have any questions, you now have all the necessary information for applying for income assistance.</i></p> <p><i>You have the option to reach us by phone or in person for any future services.</i></p> <p><u>For those applicants completing the three-week work search:</u> <i>Please remember that if you are still in need of assistance on TOUCH BACK DATE, reconnect with the ministry to review your work search and provide confirmation of completing the online income assistance orientation.</i></p> <p><i>In closing, if you have any questions,</i></p>

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	<p>Discuss service options with client (remote or face-to-face).</p> <p>ICM/MIS: Comment relevant details on the PA file.</p> <p>Proceed to do third party checks prior to eligibility interview.</p>	<p><i>or if you exhaust all your possible resources and find yourself in immediate need of income assistance, please contact the ministry for a new assessment.</i></p>