

Attachment 1: EIA Circular 2014-12 Changes To Employment and Income Assistance (EIA) Maintenance-Related Policies and Procedures

**Maintenance Enforcement Program (MEP)
Maintenance-Related Administrative Processes Upon
EIA Termination of Assignment/Enforcement.**

- Upon receipt of a *Termination of Assignment/Enforcement* form from Employment and Income Assistance (EIA), the Maintenance Enforcement Program (MEP) will complete the necessary file adjustments to enable the re-direction of funds to the primary creditor (former EIA participant). This process is generally completed within 14 days of the MEP receiving the documentation from EIA.

Note: Where EIA staff establish in advance that the EIA assignment is to be terminated effective the end of the current calendar month, and where the *Termination of Assignment/Enforcement* form is immediately completed, it is possible that the MEP adjustment will be processed prior to end of the calendar month enabling the flow of maintenance income to the participant without any delay.

- If the *Termination of Assignment/Enforcement* is received late, it may take additional time to process the file and have any amounts adjusted/recovered from the EIA and redirected to the creditor. This type of adjustment is generally completed within one to two weeks of MEP receiving the appropriate termination documentation.

Note: When EIA has been overpaid due to a late termination of assignment, EIA is not to issue a cheque to the creditor for the overpayment amount. MEP will deduct the overpayment from the next EIA deposit and process the outstanding amount to the creditor.

- After MEP processes the *Termination of Assignment/Enforcement*, an 'Invitation Package' will be sent to the creditor. To help ensure the creditor receives the Invitation Package in a timely manner, the creditor's current address information must be included on the fax cover sheet that is sent to MEP with the *Termination of Assignment/Enforcement* form.

The Invitation Package will ask the creditor if he/she requires the services of the MEP. The completed Invitation Package must be returned to the Program within 42 days for the MEP file to remain open. If the Invitation Package is not returned, MEP will continue to actively collect and redirect any outstanding arrears to EIA and upon full collection, the MEP file will be closed.

If the creditor requires the assistance of the MEP in the future, the MEP file can be reactivated upon completion of the paperwork included in the Invitation Package.

- The Invitation Package includes a Statutory Declaration for the creditor to complete to verify if he/she has received any payments directly from the date of the *Termination of Assignment/Enforcement*, and a Direct Deposit form to complete enabling MEP to direct deposit any future payments collected to the creditor's bank account.
- Upon the return of the Invitation Package, follow-up letters will be sent to the creditor advising that the file has been activated and providing a file number and a Personal Identification Number (PIN) to enable the creditor to access information on the maintenance file via MEP's 24-hour information line.