



All offices will be provided with a list of the affected cases. Staff will need to go into each case and either remove the Suppress AR "Y" indicator or enter a Next ERS Date.

Cases that are currently being reviewed by an ERS or AR will not appear on the list provided to the offices. No action is required on these cases; however staff will have the ability to update them as appropriate by referencing their case lists.

The Quality Assurance review found many of the affected cases have not had any type of eligibility review for a lengthy period of time. Staff are encouraged to give priority to cases that are overdue for a review. A second list indicating the files that have not been updated will be distributed in approximately one month for follow up.

Staff should note that if any changes are made without updating the ERS/AR they will receive the error message above.

**Background:**

Eligibility Review Sessions were introduced by the Employment and Income Assistance (EIA) Program on October 23, 2000 as a case management tool for Case Workers to assess ongoing program eligibility. An ERS evaluates the **financial, employment, medical** and **social** situation of **General Assistance** cases. It is used to determine if a participant continues to qualify for their current Employment and Income Assistance benefits.

Findings from a recent Quality Assurance (QA) review determined that:

1. A large number of cases reviewed did not have their eligibility reviewed annually (as required by legislation) due to the ERS being exempted and the Annual Review (AR) being suppressed.
2. The requirement to conduct an ERS every three months may not be appropriate for all cases.
3. In some instances both the ERS and the AR were completed resulting in a duplication of work.
4. Many Rural and Northern offices did not have an ERS form and several different versions existed in Winnipeg offices.
5. The ERS and AR forms were not always reviewed consistently or sufficiently.