

**Reasons for Decision:**

**Order # AP1516-0392**

The appellant appealed that the appellant's education funds and bus pass funds were not received for the months of <months removed>. The appellant attended the hearing with the appellant's child who acted as interpreter.

The program representative stated that the appellant's file was transferred from another income assistance office on <date removed>. The new case coordinator noticed that the file was pending confirmation of school enrollment. The appellant had several issues with the file since the transfer and met with the case coordinator on <date removed>.

The appellant insisted that the appellant had sent in the confirmation of school enrollment and that the program must have lost it. The case coordinator emailed the previous case coordinator to inquire if confirmation of school enrolment had been received in their office. The previous case coordinator confirmed that they had not received any information. A letter was received the following day, dated <date removed> indicating that the appellant is enrolled and classes started on <date removed>. As confirmation was not received until <date removed>, education assistance and transportation assistance were provided effective <date removed>.

The appellant's child stated a letter signed by the appellant's teacher, which is included with their appeal, confirms the appellant will start school on <date removed>. The times of the appellant's classes were also provided. The child said this was provided to the case coordinator from the previous office when they met in <date removed> and feels that the letter was lost when the file was transferred. The appellant then had to get another letter to verify with the new office from the appellant's educational institutional program, which is dated <date removed>. The letter clearly states that the appellant started classes on <date removed>. The case coordinator then sent an email to the educational facility asking if the appellant received any other letters prior to <date removed> and they confirmed "not to my knowledge". The teacher also said attendance has been difficult to verify due to change of instructor and computer issues, however, confirmed the appellant's attendance, in class, to be <dates removed>.

After carefully considering the written and verbal information presented at the hearing, the Board has determined that the appellant should be provided with education and transportation assistance for the month of <month removed>, to assist with the appellant's educational institution classes. Several factors were weighed into the Board's decision. The email from the teacher confirmed enrollment and provided dates of attendance beginning in <month removed>. The letter from the educational institution program dated <date removed> stated that the appellant started classes in <month removed>. The Board put weight on the content of the letter dated <date

removed> as it confirms enrollment date. The Board finds that the program should have considered the confirmation of the appellant's enrollment dates, rather than the date it was received and the possibility it could have been misplaced in the file transfer. Therefore the Board orders the program to provide transportation and education allowances for <date removed> and transportation allowance for the month of <month removed>, if not otherwise issued.

## **DISCLAIMER**

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