

**Reasons for Decision:**

**Order #AP1819-0763**

On <date removed>, <name removed> appealed the decision of the Director, Centralized Services to close their income assistance file. The decision letter was dated <date removed>.

The decision letter stated <name removed>'s file was closed because they did not attend Opportunities for Employment (OFE).

The Department referenced <name removed>'s file history, as detailed in its written report.

<name removed> signed a new action plan on <date removed>, and was referred to OFE. <name removed> was provided with bus tokens to attend their initial meeting at OFE.

<name removed> contacted the Department in <date removed>, because they had not been contacted by OFE. The Department contacted OFE on <name removed>'s behalf, and advised them of two available times for them to attend OFE. The Department stated <name removed> did not attend either time. The Department deactivated the appellant's benefits for <date removed>.

The Department was advised by OFE on <date removed> that <name removed> had booked an appointment for <date removed>. When the Department learned that <name removed> missed the <date removed> appointment and had not contacted OFE, it closed their file.

<name removed> contacted the Department on <date removed> to discuss their file closure. The Department raised a number of issues with <name removed>, which the appellant did not address. <name removed> expressed concern over transportation to OFE, as well as their difficulty contacting OFE.

The Department stated <name removed> re-established their eligibility by providing evidence they had completed the required number of job searches, and by enrolling in the Social Skills Re-entry Program (SSRP). The appellant began attending the SSRP on <date removed>. Their file was re-opened on that date.

<name removed> told the Board that OFE did not contact him in <date(s) removed>. The appellant asserted that OFE was non-compliant with expectations, not them. When OFE did not contact them, they contacted the Department.

<name removed> stated they used one of the bus tokens to attend a meeting with their worker, so they did not have transportation to attend OFE. The Department told the Board <name removed> was required to attend an eligibility review session. Income assistance recipients do not receive bus tokens to attend the session.

<name removed> stated they completed the SSRP. The appellant asserted the Department refused to provide transportation to the program. The Department told the Board it issued full transportation funds to <name removed> on <date removed>.

The Department told the Board that the SSRP lost its funding effective March 11, 2019, so the program was suspended in mid-April. <name removed> has three weeks of programming to complete when funding is restored.

<name removed> told the Board they were looking for a job as an educational assistant between <dates removed>. The appellant applied for one position, but thought there was discrimination at that work place.

<name removed> stated they have also applied for jobs at a few window companies.

In response to a question from the Board, <name removed> stated they could not recall being told by the Department to go to OFE on either <dates removed>.

<name removed> stated they attended some of the early intake appointments at OFE, but missed the <date removed> appointment. The Department explained that OFE has a six-step intake process.

In response to a question from the Board, <name removed> stated they did not contact OFE in <date removed> to say they did not have transportation.

After carefully reviewing the verbal and written evidence presented to it, the Board determines that the Department assessed <name removed>'s eligibility for assistance according to the legislation and regulations, and confirms the Director's decision to close their income assistance file.

## **DISCLAIMER**

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