

Reasons for Decision:

Order #AP1920-0497

On <date removed>, <name removed> filed an appeal against the decision of the Director, Centralized Services, to suspend their assistance file. A decision letter was not sent, as assistance was automatically withheld when <name removed> did not attend their scheduled appointment.

The Department told the Board that <name removed> was sent a letter on <date removed>, requiring their attendance on <date removed> at an annual eligibility review session. The letter warned that <name removed>'s benefits would be held if they did not attend the meeting.

<name removed> did not attend the meeting and their benefits, which were scheduled to be paid on <date removed>, were held. <name removed> contacted the Department on <date removed>, and their eligibility review session was rescheduled for <date removed>.

<name removed> arrived late for the <date removed> appointment, and it was cancelled. A new appointment was scheduled for <date removed>, which <name removed> attended. The appellant <date removed> benefits were released, but the Department did not release the benefits for the <dates removed> period.

<name removed> told the Board they live with roommates, and has experienced difficulties with the reliability of their mail. The appellant asserted that they did not receive the <date removed> letter, and was not aware of the <date removed> eligibility review session. The Department told the Board that it accepted that <name removed> did not receive the <date removed> letter.

The appellant noted they attempted to attend the rescheduled <date removed> meeting, but they were late because they had to take the bus from south Winnipeg. Since they were at Centralized Services on <date removed>, their worker handed them the letter confirming the <date removed> appointment, which they attended.

The Board notes that <date removed> was the first working day following the Thanksgiving weekend snowstorm. The Board has knowledge that traffic was problematic across Winnipeg that day, and transit schedules in particular were impacted.

Based on the verbal and written evidence presented to the Board, the Board determines that <name removed> was not aware of the <date removed> meeting and made good faith efforts in difficult circumstances to attend the <date removed> meeting. The Board

rescinds the Director's decision to suspend <name removed>'s benefits, and orders the Department to reinstate benefits for the period <dates removed>.

DISCLAIMER

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