

**Reasons for Decision:**

**Order # AP2021-0111**

On <date removed>, <name removed> filed an appeal of the decision of the Director to deny them eligibility for Employment and Income Assistance. No decision letters were submitted as evidence.

<name removed> was accompanied at the hearing by <name removed> and <name removed>

<name removed> told the Board that in <date removed> they were receiving assistance, as well as CPP disability. During this time, their identification was stolen, and they were incarcerated.

<name removed> stated after their release they contacted the Department to re-apply for assistance, and was requested to provide statements from their bank accounts. The appellant could not provide them as their bank required that they provide it with photo identification in order to get the information. When they spoke to the Department about their inability to get the bank statements, the appellant was told they would be able to receive assistance when they provided it with a rental form. However, after providing the Department with the rent form, they were once again required to provide bank statements before they would be eligible for assistance.

The advocate indicated on <date removed> they began to contact the Department to assist the appellant with their application, and it was not clearly identified by the Department what information <name removed> needed to provide it. On <date removed>, the Department informed them that the appellant needed to provide a signed copy of their intake form. On <date removed>, the Department explained how <name removed>'s CPP payments impacted their assistance budget. The advocate attempted to contact a Departmental supervisor, and on <date removed> they were able to speak to the intake manager, who explained the rationale as to why the Department could not pay the appellant's rent directly. The appellant has not received any benefits to date, nor has the Department provided clear information as to why they have not been found eligible.

The Department stated on <date removed> <name removed> attended an intake appointment by telephone. The Department is currently waiting for <name removed> to

provide bank statements from all of their accounts for the past 60 days. Once received the Department can assess their financial eligibility.

In response to a question from the Board, <name removed> indicated that they have attempted to get the bank statements for the Department, but was unable to get the information from their bank without photo identification. When they spoke to Nine Circles, they were advised that they did not need to provide the bank statements, but rather needed to provide the Department with a rent form. The advocate noted they did not advise the appellant that they did not need to provide bank statements, rather they informed them that they still needed to send in their signed intake form.

The Board asked the Department if there were alternative methods of obtaining the banking information it needed to assess <name removed>'s eligibility. The Department responded, indicating that its experience has been that other information, such as a Social Insurance Number along with information specific to the account would be sufficient for <name removed> to obtain the bank statements without photo identification.

In response to questions from the Board, <name removed> stated they are in the process of replacing their identification, but it would likely be another four weeks before they receive it. The appellant has not made any additional efforts to obtain the bank statements.

According to Section 3 of The Manitoba Assistance Regulation, when applying for assistance, an applicant must provide with their application, all information that is required by the Director to assess their eligibility.

The Board notes that <name removed> has not provided the Department with the information it requested from them as part of the application process. The Board encourages <name removed> to provide the Department with all of the required information so that their financial eligibility can be assessed.

After carefully reviewing the verbal and written evidence presented to it, the Board determines that the Department correctly administered <name removed>'s assistance file according to the legislation and regulations. The Board confirms the Director's decision to deny the appellant's eligibility for Employment and Income Assistance.

#### **DISCLAIMER**

These are electronic copies of the Reasons for Decision issued by the Social Services Appeal Board. These written reasons have been edited to protect the personal information of individuals by removing personal identifiers.