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## Income Assistance Files

### General Principle

Individual and family income assistance records are the property of the administering authority. It is important that they be secured and kept current because they contain confidential information relating to applicants and/or recipients, substantiate expenditures of public funds, and are essential to provide counselling and other services to clients.

The administering authority must ensure the confidentiality of personal records of its clientele by restricting access to such records to authorize:

- Department of Indian Affairs and Northern Development (DIAND) staff and
- Band social development employees.

### Policy

The administering authority shall establish a file for each family or individual in receipt of income assistance.

The file shall be kept up-to-date, and shall contain relevant income assistance documents as follows, and not limited to:

- Application for Social Assistance (901-27)
- Budget and Decision Form (901-25)
- Social Assistance Monthly Renewal Declaration (901-28)
- Consent to Release of Information (901-23)
- PWD Designation and or MNS Approval letter
- Medical Report for Persons With Persistent Multiple Barriers (SA 116)
- Persons with Persistent Multiple Barriers Checklist and Decision Form (SA117)
- Non-Status Health Benefits Request & Authorization (SA 205)
- Nutritional Supplements Request & Authorization (SA 200)
- Bus Pass Eligibility (SA 312)
- any report containing information obtained from Immigration Canada

- any report containing information obtained from Service Canada
- any correspondence, report or other materials containing information from Ministry of Social Development (MSD)
- any report from the local Aboriginal Skills and Employment Training Strategy (ASETS),
- Canada Customs and Revenue Agency Child Tax Benefit notice, and BC Family Bonus entitlement (Child Benefits Cheque notice)
- copies of Request for Administrative Review (SA 140) and other material relating to a review
- correspondence, file notes, interview records, receipts, and other materials related to the case
- rental agreement form
- other shelter documentation (i.e., BC Hydro, oil, propane, wood, etc.)
- identification for each person in the family unit
- Form 1: General consent for disclosure of client information related to NCBS and adjustment to income assistance (see An Information Guide for First Nations Administration, June 1998)
- Form 2: Consent form for release of British Columbia Family Bonus Information (see An Information Guide for First Nations Administration, June 1998)
- Form 4: Form requesting end of care related to COPH (see An Information Guide for First Nations Administration, June 1998)

## Security Guidelines for Income Assistance Files

All income assistance files must adhere to the security guidelines at all times, as outlined below:

<b>DESIGNATED INFORMATION/ ASSETS</b>	
(Means the unauthorized release could <i>cause injury</i> to an individual, organization or department)	
<b>Protected “A”</b>	<b>Protected “B”</b>
<p><b>Injury: Low</b></p> <p>Loss of privacy/embarrassment, such as:</p> <ul style="list-style-type: none"> <li>- date of birth,</li> <li>- home address,</li> <li>- telephone number,</li> <li>- S.I.N.,</li> <li>- etc.</li> </ul> <p><b>Document Standards:</b></p> <p><b>Marking:</b> <i>Protected A</i> – on top right corner</p> <p><b>Storage:</b> Approved security container with approved key lock in operations zone</p> <p><b>Disposal:</b> Commercial shredder</p>	<p><b>Injury: Serious</b></p> <p>Loss of reputation, competitive edge or prejudicial treatment, examples:</p> <ul style="list-style-type: none"> <li>- criminal/ethnic/religious/political/performance records,</li> <li>- evaluation,</li> <li>- contractual negotiations,</li> <li>- advice,</li> <li>- adoption papers,</li> <li>- health documents,</li> <li>- PWD application and documents,</li> <li>- etc.</li> </ul> <p><b>Document Standards:</b></p> <p><b>Marking:</b> <i>Protected B</i> – on top right corner</p> <p><b>Storage:</b> Approved security container with approved combination padlock in operations zone</p> <p><b>Disposal:</b> Approved shredder</p>
<p><b>Transportation/Mailing Standards for Protected “A” &amp; Protected “B”</b></p> <p><b>Within building:</b> One unmarked envelope – transport discreetly by hand or using internal mail service</p> <p><b>Outside:</b> Single sealed envelope, no security marking, return address – transport discreetly by hand or using trusted mail services (first class)</p> <p>The handling of Persons with Disabilities (PWD) information and files must adhere to Protected “B” guidelines at all times.</p>	

## Procedures

Program	Eligibility	Forms & Documents Required
Income Assistance Disability Assistance Hardship Assistance & All other benefits and supplement allowances.	Depends on the benefit applied for by the applicant and recipient in order to meet eligibility criteria for the specified benefit.	<ul style="list-style-type: none"> <li>• Application for Social Assistance (901-27)</li> <li>• Budget and Decision Form (901-25)</li> <li>• Social Assistance Monthly Renewal Declaration (901-28)</li> <li>• Consent to Release of Information (901-23)</li> <li>• Persons with Disabilities (PWD) Designation Letter</li> <li>• Medical Report (SA 116)</li> <li>• Persons with Persistent Multiple Barriers Checklist &amp; Decision (SA 117)</li> <li>• Child Out of the Parental Home Application (COPH 01)</li> <li>• Child Out of the Parental Home Screening Consent (COPH 02)</li> <li>• Correspondence from MCFD regarding results of screening check for COPH</li> <li>• Any employment report from the local Aboriginal Skills and Employment Training Strategy (ASETS),</li> <li>• Canada Customs and Revenue Agency Child Tax Benefit notice, and BC Family Bonus entitlement (Child Benefits Cheque notice)</li> <li>• Correspondence, file notes, interview records, receipts, and other material related to the case</li> <li>• Appropriate shelter documentation (i.e., BC Hydro)</li> <li>• Rental agreement</li> <li>• Identification for each person in the family unit</li> <li>• All other required income assistance documents</li> </ul>

All required documentation (i.e., prescriptions and invoices) are to be attached to the *Budget and Decision* (901-25) form.

The BSDW shall date-stamp all accompanying documentation (i.e., prescriptions, receipts, etc.) at the time they were received. This will ensure time lines are maintained.

Ensure payments are processed according to type of benefit requested (i.e., health supplement and equipment payments must be made directly to the supplier and **not** to the *recipient*).