

Chapter 14: Administration of Income Support

(ii) Delegation of Authority – Income Support Program

Intent:	To identify the authority level for Income Support benefits and services.																					
Act: (if applicable)	N/A																					
Regulations:	N/A																					
Overview: (if applicable)	Client Services Officer																					
	<table border="1"> <thead> <tr> <th>Requirements</th><th>Amount/Conditions</th></tr> </thead> <tbody> <tr> <td colspan="2" style="text-align: center;">Basic Benefits</td></tr> <tr> <td>Additional assistance</td><td>Up to amount in Regulation 16.(4) monthly for rent or mortgage only</td></tr> <tr> <td>Child Benefit Adjustment</td><td>As per CBA tables</td></tr> <tr> <td>Comforts Allowance</td><td>As per Regulations 19.(2) and (3)</td></tr> <tr> <td>Condo fees</td><td>Included as a mortgage payment subject to Regulation 16</td></tr> <tr> <td>Cost of Living Allowance (coastal Labrador)</td><td>As per Regulation 19(1) (h). Client must reside in coastal Labrador and maintain a residence or have dependents and live in a board and lodging arrangement</td></tr> <tr> <td>Emergency assistance</td><td>Up to \$1000/request</td></tr> <tr> <td>Family benefits</td><td>As per Regulations 13, 14 and 15</td></tr> <tr> <td>Fuel Supplement</td><td>Rates as per Regulation 19(1)(a) and (b). Must maintain a home and be responsible for the payment of utilities</td></tr> </tbody> </table>		Requirements	Amount/Conditions	Basic Benefits		Additional assistance	Up to amount in Regulation 16.(4) monthly for rent or mortgage only	Child Benefit Adjustment	As per CBA tables	Comforts Allowance	As per Regulations 19.(2) and (3)	Condo fees	Included as a mortgage payment subject to Regulation 16	Cost of Living Allowance (coastal Labrador)	As per Regulation 19(1) (h). Client must reside in coastal Labrador and maintain a residence or have dependents and live in a board and lodging arrangement	Emergency assistance	Up to \$1000/request	Family benefits	As per Regulations 13, 14 and 15	Fuel Supplement	Rates as per Regulation 19(1)(a) and (b). Must maintain a home and be responsible for the payment of utilities
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	Guaranteed Income Supplement Supplement	Rates as per Regulation 19(1)(f). Must be in receipt of OAS/GIS
	Incentive Allowance	For allowances approved by the Minister as an exempt income – up to \$175/month – Regulation 8(d)(vi)
	Individual Benefits	Rates as per Regulations 13, 14 and 15
	Municipal taxes and fees	Rates as charged by the municipality
	Mortgage	Rates as per Regulation 16
	Refund of a credit balance	Up to \$500
	Rent	Rates as per Regulation 16. For a single applicant where that person has maintained a rental unit for a minimum of 6 months
	Retroactive assistance/underpayment	As per Section 23 of the IES Act. Retroactive Income Support benefits where the covering period is less than 12 months in duration
	Security deposit	Rates as per Regulation 19(5)(d). Initial and subsequent requests
	Special needs rent/mortgage	Rates as per Regulation 16(3) (a) and (b)
	Utilities included in rent/mortgage	Regulation 16(2)
Health Benefits		
	Ambulance/dental care	As per eligibility for basic Income Support benefits and conditions of Dental Health Program

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	Blind Persons Supplement	Rates as per Regulation 19(1)(i) as verified by an approved professional
	Diets (diabetic and others)	Rates as per Regulation 19(1)(i) and (l) (up to \$60)
	Drug card	As per eligibility for basic Income Support benefits and based on NLPDP's coverage criteria
	Eye exams	Rates and frequency as per Regulation 22
	Eye glasses	Rates and frequency as per Regulation 23
	Eye glasses repair	Rates as per Regulation 22(4) and (5)
	Hearing aids	As per eligibility for basic Income Support benefits
	Medical equipment	As per eligibility for basic Income Support benefits and based on Department of Health and Community Services coverage criteria
	Medical gases	As per eligibility for basic Income Support benefits and based on Department of Health and Community Services coverage criteria
	Medical supplies	As per eligibility for basic Income Support benefits and based on Department of Health and Community Services coverage criteria
	Orthotics and prosthetics	As per eligibility for basic Income Support benefits and based on Department of Health and Community Services coverage criteria

Special Needs	
Benefits via appeal	As per decision of Income and Employment Support Appeal Board
Burials	As per Regulation 27
Earned Income Supplement	Rates established in policy
Fumigation	As per Regulation 19(1)(m) for homeowners, prevailing rates
Furniture – beds	Rates as per Regulation 21(1)(d) for children only, not to exceed \$1000 for total request
Furniture – repairs	Repair costs which exceed \$50 but that do not exceed 50% of the contribution cost as prescribed in the Regulations
Furniture – Start-up Allowance	Rates as per Regulation 17 - initial allowance
High School Incentive Allowance	Rates as per Regulation 19(1)(m)
Housekeeper Allowance	As per Regulation 19(1)(c) and (d) up to 6 months
Medic Alert bracelets	As per Regulation 19(l)(m), prevailing rate, not to exceed \$200
Job Start Benefit	Rates as per Regulation 19(1)(n) and (o) no more than once in 12 months
Paternity testing	As per Regulation 19(l)(m) prevailing rate
Private childcare	Rates as per Regulation 19(1)(e)
Service of documents	Funding for service of legal documents concerning child/spousal support

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	Summer school fees/transportation	As per Regulation 19(1)(m), prevailing rate. Transportation by bus or private vehicle
	Technical assistance devices	As per Regulation 19(1)(m) and need verified by an approved professional Visual smoke detector up to \$250/purchase Alert-master telephone/doorbell combination system up to \$155 TTY device up to \$422
Transportation		
	Appeal Board hearings	As per Regulation 19(5)(a) prevailing rate
	Household moving and storage	As per Regulation 19(5)(a) prevailing rate
	Legal Aid services (to obtain support)	As per Regulation 19(5)(a) prevailing rate where the other parent has legal representation
	Stranded persons	As per Regulation 19(5)(a) within the province
	Summer school transportation	Transportation by bus or private vehicle
	Support applications	As per Regulation 19(5)(a) to attend court hearings for support, to meet with Legal Aid re support, and upon the recommendation of a departmental social worker, to attend an initial intake appointment for support and to attend parenting sessions held by Family Justice Services
	Victims of violence	Transportation to safe accommodations, to retrieve and transport belongings and furniture within the province

Other Limits	
Action memos	Creating an overpayment up to \$1000
Set recovery rate to 0	Cases of bankruptcy
Providing assistance where income has not been verified	In exceptional circumstances, benefits can be provided for a period of 7 days without income verification

Client Services Managers

Requirements	Amount/Conditions
Board and Lodging – Special Needs	As per Regulation 19(1)(k), living with non-relatives
Burials	Requests for assistance when death occurred outside the province, and emergency out of hours requests for burials for non-clients
Child Custody Equally Split Ratio Adjustment	Where there is no primary caregiver as both parents are in receipt of Income Support benefits, have equal custody of their only child and split the CCTB
Diets (other and those exceeding \$60/month)	Rates as per Regulation 19(1)(l) (over \$60 or conditions not specified)
Disaster services	In consultation with the Director of Income Support
Emergency assistance	Up to \$2500 per request Approve setting up the emergency assistance as an overpayment where applicable
Eye Exam	More frequently than Regulation 22

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	Eye glasses – special prescription	Frequency exceeding every 36 months for adults as per Regulation 23(2) and cost exceeding those in Regulation 23(6) in exceptional circumstances, and there verified by an approved professional
	Furniture	Total request cannot exceed \$2500
	Furniture – orthopaedic mattress	Up to \$325
	Furniture – cribs	Rates as per Regulation 21(1)(e)
	Furniture - dryer	In extenuating circumstances – medical verification required
	Furniture – exceptions	Exceptions as outlined in policy
	Furniture – refrigerator	Rates as per Regulation 21(1)(b) to recipients with children
	Furniture – repairs	Repairs that exceed 50% of the contribution costs as defined in the Regulations (i.e. repairs that exceed \$150/stove or \$200 for refrigerator)
	Furniture – stoves	Rates as per Regulation 21(1)(a)
	Furniture – washers	Rates as per Regulation 21(1)(c) to recipients with children
	Furniture – Start up Allowance (victims of violence)	Rates as per Regulation 17 Subsequent allowance
	Mortgage arrears	Arrears less than 6 months
	Municipal Taxes and Fees	Payment in advance for municipal councillors/candidates

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	Other Special Needs	As per Regulation 19(1)(m) not to exceed \$2500
	Private child care transportation	As per Regulation 19(5)(a) for transportation
	Refund of a credit balance	Amounts over \$500 Approval for former recipients, when located, to have credit refunded
	Retroactive assistance/underpayment	As per section 23 of the IES Act Retroactive Income Support benefits where the covering period exceeds 12 months in duration, but not to exceed 6 years
	Septic tank cleaning	As per Regulation 19(1)(m) – three quotes required
	Stranded persons transportation	As per Regulation 19(5)(a), outside of the province
	Support Trusts	Maintain a review system of Support Trusts
	Victims of violence transportation	Transportation outside of the province including moving expenses for household furniture and other belongings
	Situations	
	Action memos	<ul style="list-style-type: none"> • Approving an overpayment over \$1000 to \$10,000 • Reducing an overpayment • Increasing recovery to 100% at the request of the client • Revising the recovery rate as per Section 50(3) of the IES Regulations
	Additional expenses or deductions from income	Additional expenses or deductions from income which

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	were reasonable and incurred while earning the income
Assets – joint accounts	Approval to except the portion of funds in a joint bank account which are owned by the non IS client
Child Benefit Adjustment	Exceptions to recouping CBA funds
Conjugal relationships – youth	Approval of Income Support benefits for couples where one is under 18 years of age
Exceptions to assisting applicants with student aid income	Approving Income Support benefits where an applicant with dependents and who has student aid income, applies for Income Support during a study period. Student Aid must be notified
Permanent exceptions to referral to departmental social worker for spousal support	Based on other parent deceased
Providing assistance where income has not been verified	Benefits for a period of 7 days without income verification in exceptional circumstances. Beyond 7 days, approval of a manager is required.
Rent – single clients	Approval when six month verification of rent cannot be provided
Regular Income Support benefits to those hospitalized	Approval to extend the payment of a mortgage for a recipient without dependents for an additional 3 month period
Regular Income Support benefits where an individual's income is reduced due to an Attachment of Wages	Approval to assist beyond 30 days pending the attachment being lifted
Replacement cheques	Approval of replacement earlier than 5 day waiting period or

		where original cheque has been cashed
Spouse away for employment		Approval of accommodation expenses that are higher than those outlined in Regulations
Supporting documentation for victims of violence		May extend the time frame for persons who are victims of violence to provide supporting documentation beyond 90 days

Regional Manager of Income and Social Supports

Requirements	Amount/Conditions
Action Memos	Approving an overpayment in excess of \$10,000
Burials	Requests for assistance that exceed 60 days from the date of the burial
Support Trusts	Approve submissions as meeting the criteria of a Support Trust, inform the trustee of the approval and conditions, evaluate expenditures within the trust

Regional Director

Requirements	Amount/Conditions
Burials	Requests for a charter plane to return remains to coastal Labrador
Emergency assistance	Over \$2500 per request
Furniture	Total request exceeding \$2500
Mortgage arrears	Arrears more than 6 months
Other special needs	As per Regulation 19(1)(m), which exceed \$2500

Director of Income Support	
Requirements	Amounts/Conditions
Income Support benefits for individuals involved in a labour dispute	Exceptions to the policy as outlined

Minister via the Income Support Division	
Requirements	Amount/Conditions
Individual benefits for those hospitalized	Approval to extend to payment of regular Income Support benefits for a recipients without dependents beyond a 3 month period
Mortgage on behalf of single hospitalized clients	Approval to extend the payment of a mortgage for a recipients without dependents beyond a 6 month period
Rent on behalf of single hospitalized clients	Approval to extend the payment of rental assistance for a recipient without dependents beyond 3 months
Reduce recovery rate	For reasons other than bankruptcy

Policy:	N/A
Procedure:	N/A
Authority Level:	N/A
Date revised:	August 14, 2024